BIG SANDY TELECOM, INC.

Colo, PUC No, 5 4th Revised Sheet No, 63.2 Cancels 3rd Roylsed Sheet No, 63.2

Rules, Regulations or Extension Policy

LOCAL ACCESS SERVICE

- Colorado Direct Service Programs (Cont'd.)
 - 4.1 Low-Income Telephone Assistance Program (Cont'd.)
 - 4.1.2 Undertaking of the Telephone Company (Cont'd.)
 - (D) The Telephone Company will keep accurate records of the revenues they forgo in reducing their customary charges as a result of this program in conformity with 47 CFR §54.403 and §54.411, pursuant to 47 CFR §54.401(d) the Telephone Company will provide the records to the federal Administrator.
 - 4.1.3 Limitations
 - (A) The Telephone Company will provide the discounts described in Subsections 4.1.1(A) and (B) only to low income and users who meet the eligibility requirements established by the Hmergency Telephone Access Act found in Title 40 1 Article 3.4 of the Colonido Revised Statutes, and who are certified for eligibility by the Colonido Department of Human Services.
 - (B) The discounts are applicable only on the end user's principal residence line.
 - (C) State or Local governmental bodies and residential and users eligible for assistance from the Low-Income Telephone Assistance Program, will not be charged the surcharge for the funding of this program as set forth in 4.1.2 (C) above.

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BIO SANDY TELECOM, INC.

Colo, PUC No. 5 3rd Revised Sheet No. 63.3 Cancels 2od Revised Sheet No. 63.3

Rules, Regulations or Extension Polloy

LOCAL ACCESS SERVICE

Colomdo Direct Service Programs (Cont'd,)

4.1 Low-Income Telephone Assistance Program (Cont'd.)

Obligations of the Bud User

The end user seeking the Low-Income Telephone Assistance Program discounts are responsible for demonstrating that he/she meets the eligibility requirements of the programs. Purthennore, it will be the obligation of the end user to provide any recertification of eligibility provided by the Colorado Department of Human Services to the Telephone Company in a timely manner.

Payment Arrangements and Credit Allowances

Payment arrangements and credit allowances are as set forth in Section 2.5 preceding.

Rate Regulations

- (A) The Local Exchange Service rate reduction for the Lifeline portion of the Low-Income Telephone Assistance Program participants is as set forth in Section 20.4 (A). The rate reduction will be prorated on the basis of a 30-day month from the effective date of the end user's application.
- The flat rate surcharge for the funding of the Low Income Telephone Assistance (B) Program is collected on a per access line per month basis from all Business, Residential and Paystation Access lines except State or Local governmental bodies and Low-Income Telephone Assistance Program participants, and is as set forth in 20.4 (B).

(D) (D)

- (D) Low-Income Toll blacking is offered at no charge to eligible customers.
- (B) Low-Income Limited Toll blocking is offered at no charge to eligible customers

BIG SANDY TELECOM, INC.

Colo. PUC No. 5 23rd Revised Sheet No. 108 Cancels 22nd Revised Sheet No. 108

Rules, Regulations or Extension Policy

LOCAL ACCESS SERVICE

20. Rates and Charges

All the rates and charges for the services offered in this tariff are shown in this section. Reference is made for each rate element to the appropriate tariff paragraph where the application of the service is described.

20.1 RESERVED FOR FUTURE USE

20,2 Payment Related Charges

(A) Payment Related Charges

(1)	Deposit if Required Per Bud User	Not to Exceed 90 Days, Basic Local Exchange Svc.	2.4.1.(B)
(2)	NSF Check Charge	\$20.00	2.5.1.(A) (2)
Orderi	ng, Service Connection, Move and Ch	anec Services	

20,3 Access C

(A) Access Order Charge

(1)	Initial Service Order Charge Per Order	\$20.00	3.4 (A)
(2)	Subsequent Service Order Charge Per Order	\$10.00	3.4, (B)
(3)	Central Office Charge Per	\$15.00	3.4. (C)
(4)	Premise Visit Charge Per Premise Visit	\$30.00	3.4.(D)

20.4 Lifeline Program

(C)

Residential Local Exchange Access (A) Service Rate - Lifeline Reduction Per Access Line \$9.25 4.1.6 (A)

(D) (D)



June 30, 2014

Connect America Fund, WC Docket No. 10-90

REDACTED - FOR PUBLIC INSPECTION

Chautauqua & Erie Telephone Corp.

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Page 1

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<010>	Study Area Code	150078		
Paragraph Co.	Study Area Name	CHAUTAUQUA & ERTE		
Team of		2015		
West State	Program Year	2013		
<030>	Contact Name: Person USAC should contact with questions about this data	Barbara Galardo		
<035>	Contact Telephone Number: Number of the person identified in data line <030>	2075354126 ext.		
<039>	Contact Email Address: Email of the person Identified in data line <030>	bgalardo9feirpoint.c	рел	Terranta and
				HANDE BEEN STORY
AMNUL	egroadeg opalegabilas			Compilian Compilian Displice Stables
<100>	Service Quality Improvement Reporting		(complete attached worksheet)	(check box when complete)
<200>	Outage Reporting (voice)		(complete attached worksheet)	V V
<210>		outages to report		· ATTENT
<300>	Unfulfilled Service Requests (voice)			
<310>	Detail on Attempts (voice)			· Allie
			fottoch descripthe	document)
-222				· 188883
<320>	Unfulfilled Service Requests (broadband)			C Stanoan
<330>	Detail on Attempts (broadband)		fottoch descriptive	e document)
<400>	Number of Complaints per 1,000 customers (voice)			
<410>	Fixed			
<420>	Mobile 0.0			
<430>	Number of Complaints per 1,000 customers (broad)	and)		V 311111
<440>	Fixed			17 2 2 2 2 3 2
<450> <500>	Mobile 0.0 Service Quality Standards & Consumer Protection Re	les Compliance	(check to indicate certification)	
45002	150078ny510.pdf	•		
<510>)		
<210>	I	3	(attached descriptive document)	
	1			
<600>	Functionality in Emergency Situations		(check to Indicate sertification)	
	150078ny610.pdf			
			(attached descriptive document)	V V
<610>				
				V ALLES
<700>	Company Price Offerings (voice)		(complete attached worksheet)	- Allen
	Company Price Offerings (broadband)		(complete attached workshees)	
	Operating Companies and Affiliates Tribal Land Offerings (Y/N)?	£d.u	(complete attached worksheet) ts, complete attached worksheet)	11111
	Voice Services Rate Comparability	147	(theck to Indicate certification)	
	1010 Voice Service Rate Comparability.pdf		1	
-1010-			(ottoch descriptive document)	
<1010>	•		private and part and centry	- allille
-1100-	Township South and Grant Co.		J	- 11445381
<1100>	Terrestrial Backhaul (Y/N)?	(if a	of, check to Ind'cate certification)	- Allilli
<1110>	an over own a special or o		(complete attached worksheet)	- Milli
	Terms and Condition for Lifeline Customers		(complete ottoched worksheet)	VISIALIA .
	Price Cap Carriers, Proceed to Price Cap Additional D			
<2000>	Including Rate-of-Return Carriers offiliated with Price	e Cop Local Exchange		- ELLERA
<2005>			(check to indicate certification) (complete attached worksheet)	· Milli
	Rate of Return Carriers, Proceed to ROR Additional (Documentation Works		
<3000>			(check to indicute certification)	THE STATE OF THE PARTY OF THE P
<3005>			(complete attached worksheet)	All III

DAYGETZHINGS	rvice Quality Improvement Reporting Section Form	FCC Form 481 OMB Control No. 3060-0985/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code 15	0076
<015>	Study Area Name CH	AUTADQUA 6 ERIE
<020>	Program Year 20	25
<030>	STATE OF THE STATE	rbara Galardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	75354126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	salardo@fairpoint.com
<110>	Has your company received its ETC certification from the FCC?	(yes / no) •
<111>	If your answer to Line <110> is yes, do you have an existing \$54.202(a) *5 year plan" filed with the FCC?	(yes/ng) O O
	If your answer to Line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service. Attach Five-Year Service Quality Improvement Plan or, in subsequent years,	112 Service Quality Improvement Reporting.pdf
<112>	your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your com CETC which only receives frozen support, your progress report is only	pany is a
	required to address voice telephony service.	8
	Please check these boxes below to confirm that the attached documents(s), on line 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.	Name of Attached Document
<113>	Maps detailing progress towards meeting plan targets	
<114>	Report how much universal service (USF) support was received	
<115>	How (USF) was used to improve service quality	
<116>	How (USF)was used to improve service coverage	
<117>	How (USF) was used to improve service capacity	
<118>	Provide an explanation of network improvement targets not met	

010>	Study Area Co	de				150078						
015>	Study Area No	me				CHAUTACOUA	ERIE					
:020>	Program Year					2015						
030>			should contac	The same of the sa		Borbara Gol						
035>	Contact Telep	hone Number	- Number of pe	rson identified	in data line 40	BO> 2075354126	oxt.					
:039>	Contact Email	Address - Ema	Address of pe	rson identified	In data line <0	30> bqalardoffa	irpoint.com					
220>	<>>	<b1></b1>	<b2></b2>	<b3></b3>	<64>	<c1></c1>	<c2></c2>	<d>></d>	<e></e>	<₽>	≪≥	<h>></h>
	NORS Reference Number	Outage Start Date	Outage Start Time	Outage End Date	Outage End Time	Number of Customers Affected	Total Number of Customers	911 Facilities Affected (Yes / No)	Service Outage Description (Check all that apply)	Did This Outage Affect Multiple Study Areas (Yes / No)	Service Outage Resolution	Preventativ Procedure
								William State of the State of t				

(700) Pri	econtemps inducted Voice face Data	
<010>	Study Area Code	150078
<015>	Study Area Name	CHAUTADOGA & ERIE
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Bishara Galardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039>	Contact Empil Address - Email Address of person identified in data line <030>	boalardo@fairpoint.com
<701>	Residential Local Service Charge Effective Date 1/1/2014	
<702>	Single State-wide Residential Local Service Charge	

	1			Residential Local		The second secon	Mandatory Extended Area	
State	Exchange (ILEC)	SAC (CETC)	Rate Type	Service Rate	State Subscriber Line Charge	State Universal Service Fee	Service Charge	Total per line Rates and Fe
								
								
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		-		- See at	tached worksheet			
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	State	Contact Email Address -	Contact Telephone Numi	Contact Name - Person L	Program Year	Study Area Code	
	Exchange (NEC)	Contact Email Address - Email Address of person identified in data line 4090b bq. Landardoff. Landardoff. Contact Email Address - Email Address of person identified in data line 4090b bq. Landardoff. Landardoff. Contact Email Address - Email Address of person identified in data line 4090b bq. Landardoff. Landardoff. Contact Email Address - Email Address of person identified in data line 4090b bq. Landardoff. Contact Email Address - Email Address of person identified in data line 4090b bq. Landardoff. Contact Email Address - Email Address of person identified in data line 4090b bq. Landardoff. Contact Email Address - Email Address of person identified in data line 4090b bq. Landardoff. Contact Email Address - Email Address of person identified in data line 4090b bq. Landardoff. Contact Email Address - Email Address of person identified in data line 4090b bq. Landardoff. Contact Email Address - Email Address of person identified in data line 4090b bq. Landardoff. Contact La	Contact Telephone Number - Number of person identified in data line 4030>	Contact Name - Person USAC should contact regarding this data			
	Residential Rate	ed in data line <030>	ed in data line <030>	his data			
See attached worksheet -	State Regulated	bgalardo@fairpaint.com	2075354126 ext.	Borbara Galard	2015	CHAUTAGGA 4 ERIE	
ed.	Total Rate and Fees	oist.com		0		RIE	
	Broadband Service - Download Speed (Mbps)						
	Broadband Service - Upload Speed (Mbps)						
							2 A
	Usage Allowance Action Taken When Limit Reached (spiect)						

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<010>	Study Area Code	150078	9		
<015>	Study Area Name	CHAUTAUOUA S	RPTR		
<020>	Program Year	2015			
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galas	rdo		
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 m	xt.	ALCOHOLD TO THE PARTY OF THE PA	
<039>	Contact Email Address - Email Address of person Identified in data line <030>	bgalardo@fai	rpoint.com		
<810>	Reporting Carrier Chautauqua & Eric Tol Corp.				
<811>	Holding Company PairPoint Communications, Inc.				
<812>	Operating Company Chautaugua & Erie Tel Corp.			and the second s	
<813>			11 65 H	医环境的 1987年 1987年 1987年 1987年 1987年	(Edinizione)
	Affiliates		SAC	Doing Business As Company or Brand Designation	i
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40105	Study Assa Cada	150078
<010>	Study Area Name	CEAUTAGUA & ERIE
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Gelardo
<035>	Contact Telephone Number - Number of person identified in data line	
<039>	Contact Email Address - Email Address of person identified in data line	<030> bgalardo@fairpoint.com
<910>	Tribal Land(s) on which ETC Serves	
<920>	Tribal Government Engagement Obligation	Name of Attached Document
of your o	ompany serves Tribal lands, please select (Yes, No, NA) for each these boxes	
	rm the status described on the attached document(s), on line 920,	
	trates coordination with the Tribal government pursuant to	Select
5 54.313	3(a)(9) includes:	(Yes,No, NA)
<921>	Needs assessment and deployment planning with a focus on Tribat community anchor institutions.	
<922>	Feasibility and sustainability planning;	
<923>	Marketing services in a culturally sensitive manner;	
<924>	Compliance with Rights of way processes	
<925>	Compliance with Land Use permitting requirements	
<926>	Compliance with Facilities Siting rules	
<927>	Compliance with Environmental Review processes	
<928>	Compliance with Cultural Preservation review processes	
<929>	Compliance with Tribal Business and Licensing requirements.	

	errestral Backhaul Reporting ection Form		FCC Form 483 9MB control Vol. 2000; 0985/0 VB control No. 2000; 0319 0002018
<010>	Study Area Code		150078
<015>	Study Area Name		CHAUTANGON & ERIE
<020>	Program Year		2015
<030>	Contact Name - Person USAC should contact regarding this data		Barbara Galardo
<035>	Contact Telephone Number - Number of person identified in data line	<030>	2075354126 ext.
<039>	Contact Email Address - Email Address of person identified in data line	<030>	bgalardo@fairpoint.com
<1120>	Please check this box to confirm no terrestrial backhaul options exist within the supported area pursuant to § 54.313(G)		
<1130>	Please check this box to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(G)	_	

ogram Year ontact Name - Person USAC should contact regarding this data ontact Telephone Number - Number of person identified in data line ontact Email Address - Email Address of person Identified in data line		CHADTAUQUA & ERIE 2014 Barbarn Galardo 2075354126 ext.
ontact Telephone Number - Number of person identified in data line		
		2075354126 cxt-
intact Email Address - Email Address of person Identified in data lin		
	e <030>	> banlardoRtairpoint.com
erms & Conditions of Voice Telephony Lifeline Plans		150078ny1210.pdf
	_	Name of Attached Document
ink to Public Website	нттр :	://www.tariffs.net/fairpoint/tier.asp?cid+1644
e listed, on line 1220, contains the required information pursuant to 2) annual reporting for ETCs receiving low-income support, carriers must ort:		
nformation describing the terms and conditions of any voice elephony service plans offered to Lifeline subscribers,	V	
etails on the number of minutes provided as part of the plan,		
i ce	these boxes below to confirm that the attached document(s), on line 12: listed, on line 1220, contains the required information pursuant to annual reporting for ETCs receiving low-income support, carriers must tt: formation describing the terms and conditions of any voice lephony service plans offered to Lifeline subscribers,	these boxes below to confirm that the attached document(s), on line 1210, elisted, on line 1220, contains the required information pursuant to annual reporting for ETCs receiving low-income support, carriers must that the subscribing the terms and conditions of any voice lephony service plans offered to Lifeline subscribers,

(2000) Print of the second of	Coc.		
<020>	Study Area Code	150078	
<025>	Study Area Name	CHAGTADQUA 4 ERIE	
<020>	Program Year	2015	
<030>	Contact Name - Person USAC should contact regarding this data	Barbera Galardo	
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.	
<039>	Contact Email Address - Email Address of person identified in data line <030>	bonlardo#fairpoint.com	
CHECK th	ne boxes below to note compliance as a recipient of incremental Connect Amer support as set forth in 47 CFR § \$4.313(b),(c),(d),(th Cost support to offset access charge reductions, and Connect America Phase II he documents attached below is accurate.
	Incremental Connect America Phase I reporting		
<2010>	2nd Year Certification (47 CFR § S4.313(b)(1))		
<2011>	3rd Year Certification (47 CFR § 54.313(b)(2))		=
-2022	and the continuous for our 2 amountables		
	Price Cap Carrier Receiving Frozen Support Certification (47 CFR § 54.312(a))		
<2012>	2013 Frozen Support Certification		
<2013>	2014 Frozen Support Certification		
<2014>	2015 Frozen Support Certification		
<2015>	2016 and future Frozen Support Certification		
	Price Cap Carrier Connect America ICC Support (47 CFR § 54.313(d))		
<2016>	Certification Support Used to Build Broadband		
~20102	Certification support oses to build Stoaddarid		
	Connect America Phase II Reporting (47 CFR § 54.313(e))		
<2017>	3rd year Broadband Service Certification	585	
<2018>	5th year Broadband Service Certification		
<2019>	Interim Progress Certification		
<2020>	Please check the box to confirm that the attached document(s), on pursuant to § 54.313 (e)(3)(ii), as a recipient of CAF Phase II support addresses of community anchor institutions to which began providi preceding calendar year.	shall provide the number, names, and	
<2021>	Interim Progress Community Anchor Institutions	Name of A	ttached Document Listing Required Information

Name of Attached Document Listing Required Information	
	(\$626) Attach the worksheet bathg required information
Statement of Cash Flows	(9023) Underlying Information subjected to a review by an independent certified public accountment. (9024) Underlying Information (9025) Cocument(s) for Business Shope, Income Statement and Statement of Catal Figure (9025)
	(2022) Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications florrescent
Man.	
Statement of Cash Flows Coolettor, that performed the company's floands) audit.	(2009) Document(s) for Bulance Sheet, income Statement and Statement of Cash Flows [2021) Management teter based by the independent conflict public accounts to that performed the company's financial saudi.
"If the response is yet on line 3013, please check the bases below to continue comparable to 8,05 operating Report for Telecommunications." Ether a copy of their outdood financial statements of 1) a financial report in a format comparable to 8,05 operating Report for Telecommunications.	If the response is yet on line 3018, please check the boxes below confirm your submission, on line 3026 pursuant to § \$4.313ff)(2 (3019) Ether a copy of their audited financial statements or (2) a financial statements.
Name of Associated Document User's Required Information (res/mo) OIO	(803.8) If the response is no on line 3034, is your company sudited?
nnus	(3017) If the response is yes on line 3014, attach your company's RUS annual repair and all regulated documentation
alement of Cook Forms	(2016) Document(s) for Balance Sheet, Income Statement and Statement of Cook Fower
on line 3017, contains the required information pursuant to § 54.313(1)(2) or	Please check these paires to confirm that the attached documents
(Ct)) Name of Attached Decument Lating Required Information (Mex/No.) [8]	(3013) byour company a Privately Held ROIs Carrier (47 17% § 54.33.3(1)(2)) (3014) If yes, does your earnpany file the RUS annual report
	(3012) Community Ancher institutions (47 CFR § SA 313(f)(1)(ii))
Please check this box to confirm that the attached document(s), on line 3012 contains the required information pursuant to \$44.313 (RYLYID), the confirm that the number, names, and adcresses of community anchor institutions to which began providing access to breesteand sorvice in the proposing celonder year.	Please check this box to confirm that the attached docume (\$61.1) (3 (1.1) (1) (1), the confer shall provide the number name providing access to breethand service in the proceeding only
Name of Associad Document Listing Required Information	(2013) Progress Report on 5 Year Plan Milatzone Certification (47 CFR § 54.313)F(1)(N)
CHECK the boxes below to notic compliance on its the year service quality plan (journame to 47 CR § 54.000(5)) and, for privilely hold confess, ensuring compliance with the financial reporting requirements set forth in 47	CHECK the boxes below to note compliance on its the year service qualit CRE § SAUX3(9)21; if serbe
Mariana Mariana (Antario Vedin dela ling edilibra 2017/5/5/15/15/24/24/ Tedin dela ling edilibra Jena Nario Piakiryo Inti-com	4330 - Contact Name - Person USAS about sonace regarding this data 4335 - Contact Telephone Krumber in Rumber of person identified in data line 4330- 4339 - Contact Email Address - Email Address of person identified in data line 4330-

Page 12

Contings Data Col	long (poly) (Cities) Colong (in 1995) — The second	aMiconyal No. 1060.0932/0Miconyal No. 1060.0811111
<010>	Study Area Code	150078
<015>	Study Area Name	CHAUTADOUA & ERIE
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galerdo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo8fairpoint.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

i certify that I am an officer of the reporting carrier; my responsibiliti reciplents; and, to the best of my knowledge, the information report	les include easuring the accuracy of the annual reporting requirements for universal service support led on this form and in any attachments is accurate.
Name of Reporting Carrier: CHAUTABODA & ERTE	
Signature of Authorized Officer: CERTIFIED ONLINE	Date 06/24/2014
Printed name of Authorized Officer; Hiko Skrivan	
Title or position of Authorized Officer: VP Regulatory	
Telephone number of Authorized Officer: 2075354100 ext.	
Study Area Code of Reporting Carrier: 150078	Filing Due Date for this form: 07/01/2014

Attachments

FCC Form 481

Line 100- Service Quality Improvement Reporting {47 CFR 54.313(a)(1)}

In the FCC's Public Notice DA 14-951, released May 1, 2014, the FCC waived the requirement for price cap ETCs to file a five-year plan. ¹

We now grant a walver of this requirement for price cap ETCs for an additional year. Because the Bureau just finalized the Connect America Cost Model, and price cap carriers have not yet had the opportunity to make a state-level commitment for Connect America Phase II, we find that it is not in the public interest to require price cap ETCs to file new five-year plans in 2014 for the same reason as last year: they do not yet know which areas they will be serving in the future.

¹The Public Notice stated, in relevant part:

Chautauqua and Erie Telephone 150078 Line 310

For the period January 1, 2013 through December 31, 2013, Chautauqua and Erie Telephone (SAC #150078)

Chautauqua & Erie Telephone Corp New York 150078

Line 510: Service Quality Reporting/Consumer Protection Rules Compliance

Chautauqua & Erie Telephone Corp., hereby certifies that it is complying with applicable service quality standards and consumer protection rules. The Company complies with service quality and consumer protection provisions under state law. These provisions include, but are not limited to, the following: (1) filling a Local Exchange Tariff pursuant to the requirements of The New York Public Service Commission which discloses rates, terms and conditions of service to customers; (2) compliance with state consumer protection provisions relating to Customer Services as identified in the Code of State Regulations, compliance with provisions for Quality of Service as Identified in the Code of State Regulations, compliance with Service Objectives as Identified in the Code of State Regulations, compliance with customer Inquiry procedure as Identified in the Code of State Regulations, compliance with Dispute standards as Identified in the Code of State Regulations; (3) compliance with truth-in-billing requirements; and (4) compliance with Federal CPNI rules, Red Flag Rules and other applicable federal and state requirements governing the protection of customers' privacy.

In establishing this certification in its 2005 ETC Order,¹ the FCC found that an ETC must make "a specific commitment to objective measures to protect consumers." ² The Commission found that for wireless ETCs, compilance with CTIA's Consumer Code for Wireless Service would satisfy this requirement and that the sufficiency of other commitments would be considered on a case-by-case basis. In this context, the FCC stated, "to the extent a wireline or wireless ETC applicant is subject to consumer protection obligations under state law, compliance with such laws may meet our requirement." ³

Berkshire Telephone Corporation d/b/a FairPoint Communications, Chautauqua & Erie Telephone Corporation d/b/a FairPoint Communications, and Taconic Telephone Corporation d/b/a FairPoint Communications, are all under Service Quality Reporting under 603.4 (Reporting Requirements). The rule states that Service Providers with 500,000 or fewer access lines in service shall only report on Customer Trouble Report Rate. Each of the above New York companies report monthly on the Customer Trouble Report Rate (CTRR). The rule goes on to state that for Customer Trouble Report Rate, a service provider shall automatically submit to the Commission staff a Service Inquiry Report whenever an individual central office entity experiences 5.5 reports per 100 lines or greater for the current month and any two of the previous four months. The FairPoint New York Companies are below the report rate, and therefore, no Service Inquiry Reports are necessary.

If a customer has a concern about their FairPoint Communications' service or billing, he/she can contact repair service, technical support or customer service with information found on their statement. Customers may also contact agencies, through information posted in the phone directory, website, and tariff pages. All consumer complaints whether from Attorney Generals' offices, Public Utility Commissions, Better Business Bureaus, Federal Communications Commission and all other agencies are sent to the FairPoint Communications' Maine office via U.S. Mail or by electronic mail at consumer@fairpoint.com. The complaints are directed to the appropriate responsible Company Team member within FairPoint Communications for resolution and response to the customer.

¹ Federal-State Joint Board on Universal Service, CC Docket No. 96-45, Report and Order, FCC 05-46 (rel. Mar. 17, 2005) ("2005 ETC Order").

² Id. at para. 28.



1 Davis Farm Road Portland, ME 04103 Barney Boynton Director, Operational Risk

Form 481 Line 610: Functionality in Emergency Situations

Business Continuity Plan Overview

Introduction

FairPoint Communications, Inc. ("FairPoint") is committed to maintaining a vigilant state of disaster preparedness for the interests of our customers, stockholders, employees and other critical stakeholders.

The purpose of our Business Continuity Plan (BCP) is to define the disaster preparedness and recovery protocols and procedures required to restore FairPoint's critical business support functions, inside and outside plant systems and operations within FairPoint's operating footprint.

BCP components detail FairPoint's procedures for preparing for and responding to an emergency situation affecting our ability to deliver core services to our customers and our ability to meet legal dictates, and regulatory requirements.

This document discusses the following:

- BCP Scope & Structure
- Recovery Strategies and Logistics
- Pian Maintenance and Exercising

BCP Scope

FairPoint's business continuity response planning is concentrated on two critical operational areas:

- <u>Customer Interfacing</u> It is recognized that a "business impact" only occurs when an <u>external-interfacing</u> element is disrupted. In essence, this means that if FairPoint experiences a disruptive event, but one that does not breach the outer-shell of the FairPoint operation and interrupt critical customer services, customer product or other external end-user, then it does not have a business impact, as defined by the BCP
- Infrastructure Integrity Without critical Infrastructure systems, the ability for all other FairPoint business
 operations (back/front office) can come to a halt. It is these infrastructure systems that provide the critical
 human-factor of our customer-interfacing services. Critical infrastructure would address such services /
 systems as, building space for staff, service utilities, telecom network, IT network, etc.

The BCP has been developed to assure the continuity of critical customer interfacing services and systems should a physical incident or workforce disruption event occur, which affects:

- IT/IS
- Administrative and Support Operations
- Inside and Outside Plant Operations
- NOC (Network Operations Center)
- E-9-1-1
- Dispatch
- Repair Center

FairPoint has developed response / recovery strategies addressing physically disruptive incidents and workforce related disruptive incidents (i.e., work-stoppage and pandemic). All response strategies are based on recovery time objectives of those department functions and critical infrastructure systems essential to sustain customer interfacing services.



1 Davis Farm Road Portland, ME 04103 Barney Boynton Director, Operational Risk

BCP Structure

The BCP consists of several components:

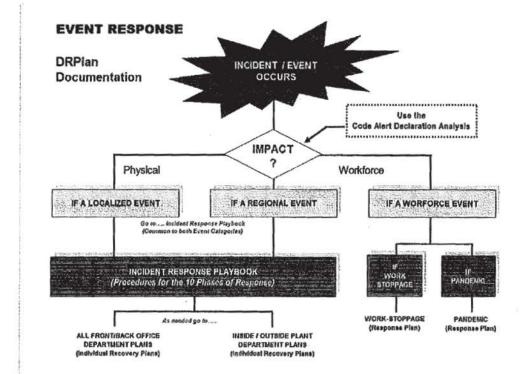
- The BCP Manual (an overview of all BCP documents)
- IR Playbooks (addresses the response procedures for Physical and Workforce related events),
- Appendices (the IR Playbook procedures links to these Resources Files)
- Department Recovery Plans (Business and Plant Operations)
- Business Impact Assessments (Business and Plant Operations)

The Event Response diagram below identifies the overall BCP documentation and how a disruption or incident will dictate which path of the BCP will be followed to restore business operations.

Once the incident or disruption occurs, the impact first needs to be quickly assessed to determine whether it is a physically disruptive event (local or regional) ("Physically Disruptive Event") or a workforce disruptive event (work-stoppage or pandemic) ("Work-Force Related Disruptive Event"). The disruption is always focused on critical business operations and services that can impact customer interfacing / deliverables.



1 Davis Farm Road Portland, ME 04103 Barney Boynton Director, Operational Risk



Recovery Strategies and Logistics

Our BCP is based on the premise that FairPoint cannot stop disasters from occurring, but we can address the IMPACT of incidents should they occur. Where possible we will provide risk mitigation measures that will minimize the likelihood of having a serious disruptive incident but in no case can we eliminate all disruptive possibilities. The BCP is triggered by a Disruption Scenario, not a Threat Scenario. FairPoint pre-plans for potential break-points that can result in a customer interfacing disruption and incorporates recovery strategies that will inherently address any potential threat and any resulting business disruption impact. The actual threat (i.e. fire, flood, etc.) is pertinent only with respect to immediate response activities. All subsequent response efforts are focused on the assessment of damages (physical losses and recovery duration) and the implementation of restoration and recovery strategies. The restoration of the business servicing operations and infrastructure systems is based on salvage, replacement of systems and alternate functionality measures, which are pre-defined in the BCP.

Each department has developed a recovery plan based on its critical operations as they pertain to the deliverables they contribute to our customers. FairPoint has triaged the recovery efforts based on the concept of customer servicing impact. Federal and State regulatory requirements have a high level of consideration in



1 Davis Farm Road Portland, ME 04103 Barney Boynton Director, Operational Risk

addition to the business impact concerns. The BCP goal is to minimize the disruption duration as much as is practical and provide a level of risk mitigation that will maintain critical operations.

The Ten Response Phases of Physical Event are:

- Incident Notification
- Visual Damage Assessment
- Incident Stabilization
- Command Center Initiation
- Initial Notifications to Business Departments to activate plans
- Primary Site Damage Assessments
- Ready Alternate Restoration Sites
- Primary Site Salvage & Recovery
- Business Restoration Process
- Primary Site Re-established

Plan Maintenance and Exercising

The BCP is a living document. Updates to the plan are ongoing with changes incorporated annually at a minimum. Individual plan components are scenario tested with oversight from FairPoint's Corporate Risk Management Team.

.000-	ALUE ALUE ALUE	150078		
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<020>	Program Year	2015		
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<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.		
<039>	Contact Email Address - Email Address of person identified in data line <030>	bealardoffairpoint.com		

<703>

State	Exchange (ILEC)	SAC (CETC)	Rate Type	Residential Local Service Rate	State Subscriber Line Charge	State Universal Service Fee	Mandatory Extended Area Service Charge	Total per line Rates and Fe
NY	Brocton		FR.	12.81	0.0	0.03	1.75	14,59
MY	Findley Lake		FR	11,1	0.0	0.03	1.75	12.98
NY	Mayville		FR	11.54	0.0	0.03	1.75	13.32
NY	Ripley		PR.	11.1	0.0	0.03	1.75	12.88
FY	Sherman		FR	11.1	0.0	0.03	1.75	12.88
NY	South Ripley		FR	17.83	0.0	0.03	1.75	19.61
NY	Westfield		FR	11.54	0.0	0.03	1.75	13.32
NY	Brocton		FR	12.81	0.0	0.03	1.75	14.59
MY.	Findley Lake		FR	11.1	0.0	0.03	1.75	12.88
STY	Mayville		FR.	11.54	0.0	0.03	1.75	13.32
NY	Ripley		FR	11.1	0.0	0.03	1.75	12.88
MY	Sherman		FR	11.1	0.0	0.03	1.75	12.88
NY	South Ripley		FR	17.83	0.0	0.03	1.75	19.61
MX	Westfield		FR	11.54	0.0	0.03	1.75	13.32
NY	Brocton		FR	11.8	0.0	0.03	1.75	13.58
MX	Brocton		FR .	8.52	0.0	0.01	1.75	10.3
NY	Findley Lake		FR	9.63	0.0	0.03	1.75	11.41
NY	Ripley		FR	9.62	0.0	0.03	1.75	11.41
ж	Sherman		FR	9.63	0.0	0.03	1.75	12.41
NY	Findley Lake		FR	6.68	0.0	0.03	1.75	8.46
NY	Ripley		FR	6.68	0.0	0.03	1.75	8.46

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<020>	Program Year	2015
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<702>	Single State-wide Residential Local Service Charge	

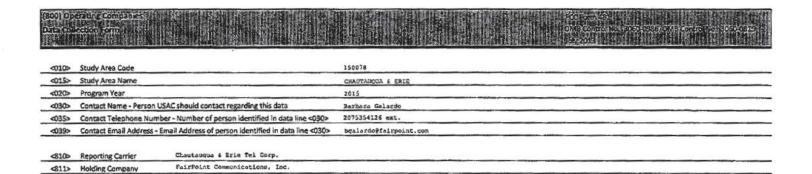
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State	Exchange (ILEC)	SAC (CETC)	Rate Type	Residential Local Service Rate	State Subscriber Line Charge	State Universal Service Fee	Mandatory Extended Area Service Charge	Total per line Rates and For
KY	Sherman		FR	6.68	0.0	0.03	1.75	8.46
NY	Mayville		PR	10.27	0.0	0.03	1.75	12.05
NY	Westfield		FR	10.27	0.0	0.03	1.75	12.05
MA	South Ripley		PR	15.56	0.0	0.03	1.75	17.34
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-	Program Ye				2015					
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<711>	166	国情化卷数1001	III II SEILII	建一种	[[28]][[]][[] [[][[][][][][][][][][][][][][理		MATERIAL STATES		
	State	Exchange (ILEC)	Residential Rate	State Regulated Fees	Total Rates and Fees		Broadband Service -Upload Speed (Mbps)	Usage Allowance (GB)	Usage Allowance Action Taken When Limit Reached (select)	

(800) Oo	erating Companies [1]		
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<020>	Program Year		2015
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<039>	Contact Email Address - i	Email Address of person identified in data line <030>	bqalerdo@fairpoint.com
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<811>	Holding Company	PairPoint Communications, Inc.	
<812>	Operating Company	Chautauqua & Eric Tel Corp.	

Affiliates	SAC	Doing Business As Company or Brand Designation
BE Mobile Communications, Incorporated		dba FairPoint Long Distance
Bentleyville Communications Corporation	170145	dba FairPoint Communications
Berkshire Cable Corp.	11 000000000000000000000000000000000000	dba FairPoint Long Distance
Berkshire Cellular, Inc.		
Berkshire New York Access, Inc.		
Berkshire Telephone Corporation	150073	dba FairPoint Communications
Big Sandy Telecom, Inc.	462192	dba FairPoint Communications / Big Sandy Telecom, In
Bluestem Telephone Company	411835	dba FairPoint Communications
C & E Communications, Ltd.		
Chautauqua & Erie Communications, Inc.		dba FairPoint Long Distance
Chautauqua and Erie Telephone Corporation	150078	dba FairPoint Communications
China Telephone Company	100004	dba FairPoint Communications ? China Telephone Compa
Chouteau Telephone Company	431981	dba FairPoint Communications
Columbine Telecom Company (f/k/a Columbine Acquisition Corp.	462204	dba FairPoint Communications / Columbine Telecom Compan
Columbus Grove Telephone Company	300604	dba FairPoint Communications
COM Networks, Inc.		
Comerco, Inc.		dba FairPoint Long Distance
Community Service Telephone Co.	100015	dba FairPoint Communications ? Community Service Telephone Co.
C-R Communications, Inc.		
C-R Long Distance, Inc.	out a surface	dba FairPoint Long Distance / C-R Long Distance, Inc
C-R Telephone Company	341009	dba FairPoint Communications / C-R Telephone Company
El Paso Long Distance Company		dba FairPoint Long Distance / El Paso Long Distance Company
Ellensburg Telephone Company	522412	dba FairPoint Communications



Chautauqua & Erie Tel Corp.

<812> Operating Company

Affiliates	SAC	Doing Business As Company or Brand Designation
Elltel Long Distance Corp.		dba FairPoint Long Distance
Enhanced Communications of Northern New England Inc.		
ExOp of Missouri, Inc.		dba FairPoint Communications
FairPoint Broadband, Inc.		dba FairFoint Communications
FairPoint Business Services LLC		
FairPoint Carrier Services, Inc.		
FairPoint Communications Missouri, Inc.	421472	dba FairPoint Communications
FairPoint Logistics, Inc. (f/k/a MJD Capital Corp.)		
FairPoint Vermont, Inc.		dba FairPoint Communications
Germantown Independent Telephone Company	300618	dba FairPoint Communications
Germantown Long Distance Company		dba FairPoint Long Distance
GTC Communications, Inc. (f/k/a TPG Communications, Inc.)		
GTC, Inc.	210291	(Florala) dba FairPoint Communications
GTC, Inc.	210329	(Perry) dba FairPoint Communications
Maine Telephone Company	100025	dba FairPoint Communications ? Maine Telephone Comp
Marianna and Scenery Hill Telephone Company	170185	dba FairPoint Communications
Marianna Tel, Inc.		dba FairPoint Long Distance
MJD Services Corp.		
MJD Ventures, Inc.		
Northern New England Telephone Operations LLC - Main	105111	dba FairPoint Communications
Northern New England Telephone Operations LLC - Main	125113	dba FairPoint Communications
Northland Telephone Company of Maine, Inc.	103313	dba FairPoint Communications ? Northland Telephone Company of Maine, Inc. (Main
Odin Telephone Exchange, Inc.	341065	dba FairPoint Communications / Odin Telephone Exchange, Inc

(800) 00	erating Companies		
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<811>	Holding Company	FairPoint Communications, Inc.	
<812>	Operating Company	Choutauqua & Brie Tel Corp.	

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	Affiliates	SAC	Doing Business As Company or Brand Designation
	Orwell Communications, Inc.	The same of the sa	dba FairPoint Long Distance
- 17	Orwell Telephone Company	300649	dba FairPoint Communications
	Peoples Mutual Long Distance Company		dba FairPoint Long Distance
	Peoples Mutual Telephone Company	190244	dba FairPoint Communications
	Quality One Technologies, Inc.		dba FairPoint Long Distance
- 1	Ravenswood Communications, Inc.		
	Sidney Telephone Company	103313	dba FairPoint Communications ? Sidney Telephone Company
	ST Enterprises, Ltd.		
-	ST Long Distance, Inc.		FairPoint Long Distance (Kansas, Colorado, Oklahoma)
	ST Long Distance, Inc.		FairPoint Long Distance / ST Long Distance, Inc. (Illinois)
	ST Long Distance, Inc.		FairPoint Communications Long Distance (Missouri)
	St. Joe Communications, Inc.	210339	dba FairPoint Communications
	Standish Telephone Company	100025	dba FairPoint Communications ? Standish Telephone Company
- 0	Sunflower Telephone Company, Inc.	461835	dba FairPoint Communications/Sunflower Telephone Company, Inc. (Colorado
	Taconic Technology Corp.		
	Taconic TelCom Corp.		dba FairPoint Long Distance
	Taconic Telephone Corp.	150084	dba FairPoint Communications
	Telephone Operating Company of Vermont LLC	145115	dba FairPoint Communications
	The El Paso Telephone Company	341004	dba FairPoint Communications
- 3	UI Long Distance, Inc.		dba FairPoint Long Distance
	Unite Communications Systems, Inc.		FairPoint Communications
- 2	Utilities, Inc.		dba FairPoint Communications (Maine)
	Utilities, Inc.		dba FairPoint Utilities (New Hampshire)

RGC0313.5 (FB 4/3					
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Affiliates	SAC	Doing Business As Company or Brand Designation
YCOM Networks Inc.	522453	dba FairPoint Communications

FCC FORM 481

Line 1010 - Voice Service Rate Comparability

The pricing of the company's voice services is no more than two standard deviations above the applicable national average urban rate for voice service, as specified in the most recent public notice, FCC DA14-384 released on March 20, 2014.

For Rates See Attachment: (700) Company Price Offerings (voice)

Chautauqua & Erie Telephone Corporation ("C&E") provides a Lifeline Program discount for residence service for eligible low income customers. The Lifeline Program discount is applied to any month to month residence local service, package or bundle offering. The discount is intended to offset the Subscriber Line Charge and local line charge, although eligible packages and bundles may have toli calling included in the pricing for the offering.

The tariff pages outlining the terms of the Lifeline offering in Chautauqua & Erie Telephone Corporation, including the pages of the New York Telecommunications Association, Inc. Tariff P.S.C. No. 2 with which C&E concurs, are attached. The terms and conditions of residential local service can be found at http://www.tariffs.net/fairpoint/tier.asp?cid=1644

Chautauqua & Brie Telephone Corporation d/b/a FairPoint Communications PSC No. 1 - Telephone Effective Date: June 11, 2012

Leaf 3 Revision 0 Superseding Revision:

GENERAL AND LOCAL EXCHANGE SCHEDULB

SECTION 1 - CONCURRENCE & EXCEPTIONS

The Chantauqua & Brie Telephone Corporation concurs in the rules and regulations contained in the New York State Telecommunications Association, Inc., tariff P.S.C. No. 2 - Telephone. The following exceptions apply:

Section	Page Number	Description of Exception
1	N/A	No Exceptions
2	N/A	No Exceptions
3	N/A	No Exceptions
4	N/A	No Exceptions
5	N/A	No Exceptions
6	N/A	No Exceptions
7	47	One business day notice required for cancellation of reserved conference,
8	N/A	No Exceptions
9	N/A	No Exceptions
10	. N/A	No Exceptions
11	1	For Alternative and Duplicate Number Listings of two or more lines the rate is \$.83 per month.
12	N/A	No Exceptions
13	N/A	No Exceptions

Chautauqua & Eric Telephone Corporation d/b/a FahrPoint Communications PSC No. 1 - Telephone Effective Date: June 7, 2013

Addendum 2 Lifeline Credits

GENERAL AND LOCAL EXCHANGE SCHEDULE

PRICE LIST LIFELINE CREDIT

Additional Lifeline Service Credit

Amount of Additional Lifeline Credit Per Residential Basic Local Exchange Access Line

\$3.00

(C)

Received: 05/30/2012

Status: EFFECTIVE Effective Date: 07/01/2012

(C)

P.S.C. No. 2 - Telephone

New York State Telecommunications Association, Inc.

Section 9 Second Revised Page 3 Superseding First Revised Page 3

SPECIAL EQUIPMENT, SERVICES, AND PROGRAMS

A. LIFELINE TELEPHONE SERVICE

- 1. Lifeline Telephone Service Options
 - a. Description
 - 1. Lifeline Discounted Service

This service provides a flat rate federal discount of \$9.25, consisting of a \$6.50 reduction of the Federal Subscriber Line Charge and a \$2.75 reduction in the monthly rate for local exchange telephone service for residential customers. Qualified customers may choose any type or grade of local telephone service, including bundled services that are normally offered by the Company.

1 A. Additional Lifeline Discount

This service provides the discount as outlined in A.1.a.1 above and may provide an additional discount equal to the serving company's increase in residential basic local exchange service, as authorized by the NYS Department of Public Service in Case No. 07-C-0349, released March 4, 2008, whereby the NY Commission authorized certain companies to increase basic local service rates up to \$2.00 per year for 2 years. The discount can be found on Addendum 1 of the Individual Company tariff for those companies offering the Additional Lifetine Discount.

Date Issued: May 30, 2012

Date Effective: July 1, 2012

issued by: Caroline Hill, Director Tariffs

NYSTA, Inc., 20 Corporate Woods Boulevard, Albany, NY 12210

Received: 05/30/2012

Status: BFF8CTIVE Effective Date: 67/01/2012

P.S.C. No. 2 - Telephone

New York State Telecommunications Association, Inc.

Section 9 First Revised Page 3.1 Superseding Original Page 3.1

SPECIAL EQUIPMENT, SERVICES, AND PROGRAMS

A. LIFELINE TELEPHONE SERVICE

(D)

Date Issued: May 30, 2012 Issued by: Caroline Hill, Director Tariffs

NYSTA, Inc., 20 Corporate Woods Boulevard, Albany, NY 12210

Date Effective: July 1, 2012

Received: 03/29/2012

Status: EFFRCTIVE Bffective Date: 04/29/2012

P.S.C. No. 2 - Telephone

New York State Telecommunications Association, Inc.

Section 9

First Revised Page 4

Superseding Original Page 4

SPECIAL EQUIPMENT, SERVICES, AND PROGRAMS

A. LIFELINE TELEPHONE SERVICE (cont'd)

- 1. Lifeline Telephone Service Options (cont'd)
 - General

Qualified customers may choose to apply the federal Lifeline credit to any of the company's local service offerings, including any local bundled service offering, basic local service, or message rate service. Message rate Lifeline service is available only where central office facilities permit. For connection of new service, service connection charges apply unless the customer qualifies for connection assistance under the Tribal Lands Link Up program.

Service connection charges do not apply to change existing service from:

- (C)
- Message or flat rate services to Lifeline service,
- Lifeline service to non-Lifeline services.

Issued In Compliance with FCC Order in Dockets: WC Docket No. 11-42, WC Docket No. 03-109, CC Docket No. 96-45, WC Docket No. 12-23

Date Issued: March 29, 2012

NYSTA, Inc., 20 Corporate Woods Boulevard, Albany, NY 12211

Robert R. Puckett, President Issued by:

Date Effective: April 29, 2012

Received: 05/30/2012

Status: EFFECTIVE Effective Date: 07/01/2012

P.S.C. No. 2 - Telephone

New York State Telecommunications Association, Inc.

Section 9

First Revised Page 4.1

Superseding Original Page 4.1

SPECIAL EQUIPMENT, SERVICES, AND PROGRAMS

A. LIFELINE TELEPHONE SERVICE (cont'd)

Regulations

a. These services are restricted to low income residential customers. To qualify for Lifeline service a customer must certify and provide documentation as income eligible. For a consumer to be eligible under the income requirements, the consumer's household income as defined in § 54.400(f) of the FCC Rules must be at or below 135% of the Federal Poverty Guidelines for a household of that size or a recipient of benefits from any one of the following Entitlement Programs:

(C)

(C)

- 1. Medicald:
- Supplemental Nutrition Assistance Program (SNAP) F/K/A Food stamps;
- Supplemental Security Income;
- Federal Public Housing Assistance (Section 8);
- Low-Income Home Energy Assistance Program (LIHEAP);
- 6. National School Lunch Program's free lunch program;
- Temporary Assistance for Needy Families/SafetyNet; (C)
- 8. Veterans Disability Pension
- 9. Veterans Surviving Spouse Pension

Issued in Compliance with FCC Order in Dockets: WC Docket No. 11-42, WC Docket No. 03-109, CC

Dockel No. 96-45, WC Dockel No. 12-23

Date Issued: May 30, 2012

Issued by: Robert R. Puckett, President

NYSTA, Inc., 20 Corporate Woods Boulevard, Albany 12211

Date Effective: July 1, 2012

Received: 03/29/2012

Status, EFFECTIVE Refective Date: 04/29/2012

(C)

P.S.C. No. 2 - Telephone

New York State Telecommunications Association, Inc.

Section 9 First Revised Page 5 Superseding Orlginal Page 5

SPECIAL EQUIPMENT, SERVICES, AND PROGRAMS

A. LIFELINE TELEPHONE SERVICE (cont'd)

- Regulations (cont'd)
 - b. The Lifeline discount is effective upon receipt of a completed form of eligibility. If the form is not returned, no further action is taken by the Company to establish eligibility.
 - c. The Company, in coordination with appropriate agencies and the Lifeline Customer, will require Lifeline customers to be re-certified, on an annual basis. Lifeline customers will need to certify that they continue to be eligible to receive these Lifeline benefits and that they are not receiving benefits from another company. If, a customer is identified as being ineligible, the customer will be notified that unless the information is shown to be in error, the Lifeline discount will be discontinued. The customer will be billed for discounts received for the time that they were proven to be ineligible for the service.
- Locality Charge Walver
 Customers receiving Lifeline Telephone Service will have applicable locality charges waived each month while they are receiving the Lifeline Assistance.
- Voluntary Toll Blocking (Restriction)
 Customers receiving Lifeline service can voluntarily request and receive toll blocking (call restriction), third number billing/collect call restriction without a monthly charge. There will be no record order charge to add these types of restrictions (blocking).

Issued In Compliance with FCC Order In Dockets: WC Docket No. 11-42, WC Docket No. 03-109, CC Docket No. 98-45, WC Docket No. 12-23

Date Issued: March 29, 2012

Date Effective: April 29, 2012

Issued by: Robert R. Puckett, President

NYSTA, Inc., 20 Corporate Woods Boulevard, Albany, NY 12211



June 30, 2014

Connect America Fund, WC Docket No. 10-90

REDACTED - FOR PUBLIC INSPECTION

China Telephone Co.

_					- W 1 - 1 - 1
FCC For	rm 481 - Carrier Annual Reporting Data Collection Form			FEC Form 481 OMB Control No. 3 July 2011	060-0986/CNEB Control No. 3060-0519
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<015>	Study Area Name	CHINA TEL CO.			
<020>	Program Year	2015			
<030>		Sarbara Galardo			
<035>	Contact Telephone Number: Number of the person identified in data line <030	2075354126 ext.			
<039>	Contact Email Address: Email of the person Identified in data line <030>	bgalardo2fairpoi	nt.coa		
ANNUA	AL REPORTING FOR ALL CARRIERS				54.313 54.422 Completion Completion Required Required (thet box when complete)
<100>	Service Quality Improvement Reporting		(complete attached work	sheet)	V Allien
<200>	Outage Reporting (volce)		(complete attached wor)		1 1
<210>		no outages to report	. ************************************		THE V
<300>	Unfuifilled Service Requests (volce)			_	- 111111
<310>	Detail on Attempts (voice)				
				fottach descriptiv	e document)
<320>	Unfulfilled Service Requests (broadband)			_	
-220-	Detail on Attempts (broadband)				MILLE
<330>	Detail on Attempts (bloadband)			(attach descript)	
<400>	Number of Complaints per 1,000 customers (voice	,		_	
<410>	Fixed				111
<420> <430>	Mobile	45 45			
<440>	Number of Complaints per 1,000 customers (broa- Fixed	(03/10)			THE STATE OF
<450>	Mobile 0.0				
<500>	Service Quality Standards & Consumer Protection	Rufes Compliance	(check to indicate certifi	cotion)	_/_/
<510>			(attoched descriptive	document)	/ /
<600>	Functionality in Emergency Situations		feheck to indicate certifi	cation)	
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<610>					
<700>	Company Price Offerings (voice)		(complete attached was)	tsheet)	· Allin
<710>	Company Price Offerings (broadband)		(complete attached work	sheet)	WILLIAM
<800>	Operating Companies and Affiliates		(complete attached work	sheet)	
	Tribal Land Offerings (Y/N)?		(i) yes, complete attached work		
<1000>	Voice Services Rate Comparability 1010 Voice Service Rate Comparability.pdf		fcheck to Indicate certific	tation)	
<1010>			(attach descriptive docu	ment)	
<1100>	Terrestrial Backhaul (Y/N)?		[i] not, check to indicate certifi	cation	The same
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<1110>	Terms and Condition for Lifeline Customers		(complete ottached work		THE COURT OF THE PARTY OF THE P
	Price Cap Carriers, Proceed to Price Cap Additional	Documentation Wa	(complete attached work	unitely	WALLES .
<2000>	Including Rate-of-Return Carriers affiliated with P	nce cop total exchan	ge Carriers (thack to indicate certific	etion)	\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \
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	ervice Quality improvement Reporting illection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	160504	
<015>	Study Area Name	CHINA TES CO.	
<020»	Program Year	2015	
c030>	Contact Name - Person USAC should contact regarding this data	Barbara Gelendo	
035>	Contact Telephone Number - Number of person Identified in data line <030>	2075354126 ext.	
<039>	Contact Email Address - Email Address of person identified in data line <030>	tgalardotfairpoint.com	
110>	Has your company received its ETC certification from the FCC?	(yes/no) O ①	
(111>	If your answer to Une <110> is yes, do you have an existing \$54.202(a) "5 year plan" filed with the FCC?	(yes/no) O O	
<11 2>	report, on line 312> delineating the status of your conspany's estating \$ \$5.202(a) * year plan* on file with the FCC, as it relates to your provision of voice telephony service. Attach Five-Year Service Quality improvement Plan or, in subsequent years, your annul progress report filed pursuant to 47 C.S.R. \$54.313(a)(1). If your co CETC which only receives frozen support, your progress report is only	70	y Trycovacata Baportisg.pdf
	required to address voice telephony service.		
	required to address voice telephony service. Pinase check these bosss below to confirm that the attached documents(s), on fin 112, contains a progress report on its five-year service quality improvement plan pursuant to 5 54.202(a). The information shall be submitted at the wire center fevel or census block as appropriate.	•	Name of Attached Document
113>	Please check these boxes below to confirm that the attached documents(s), on fin 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(s). The information shall be submitted at the wire		Name of Attached Docoment
	Pinase check these boxes below to confirm that the attached documents(s), on fin 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.	. —	Name of Attached Document
114>	Please check these boxes below to confirm that the attached documents(s), on fin 112, contains a progress report on its five-year service quality improvement plen pursuant to \$4.402(s). The information shall be submitted at the wire center fevel or census block as appropriate. Maps detailing progress towards meeting plan targets:	=	Name of Attached Document
114> 115>	Please check these boxes below to confirm that the attached documents(s), on fin 112, contains a progress report on its five-year service quality improvement plan pursuant to 5 S4.202(a). The information shall be submitted at the wire center level or census block as appropriate. Maps detailing progress towards meeting plan targets. Report how much universal service (USF) support was received.	. =	Name of Altachad Document
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<015>	Study Area Mi	me				CHINA TITL O	0.					
<0.00b	Program Year					2015						
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<220>	(D)	461>	462	43>	<b4></b4>	«ı»	«»	<b-< td=""><td>ces</td><td>Ф</td><td>qp</td><td>di></td></b-<>	ces	Ф	qp	di>
	NORS Reference Number	Outage Start Date	Outage Start Time	Outage End Date	Outage End Time	Number of Customers Affected	Total Number of Customers	911 Facilities Affected (Yes / No)	Service Outage Description (Check all that apply)	Did TNs Ovtage Affect Multipla Study Areas (Yes / No)	Service Outage Resolution	Preventative Procedures

010>	Study Area Con				160004				
015>	Study Area Na	me	_		CHIEA TES	ю.			
020>	Program Year			At the	3015	No. of the last of			
030>		- Person USAC shock tone Number - Numb			#87847# Ge				
039-		Address - Email Addre				Altroint.com			
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(015»	Study Area Name			CHINA THE CO.					
(020»	Program Year			3016					
0305		SAC should contact regarding		Sorbara Galant					
1035>		er - Number of person Identif		2075354136 ext					
10199	Contact Empl Address - E	mult Address of person identif	led in data line <030>	bgeisedotfairg	oint.cca				
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np	segment about acres	TOPE TOPE	D. D. HOLLES	62.00	SORTO SED TIBLES	S Registery	- A-30F	C 4819-207-2-3	CONTRACTOR CONTRACTOR
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015>	Study Area Code Study Area Name		160054			
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	Program Year		2015			
030>		USAC should contact regarding this data	Perbara Calas	gða		
035>	Contact Telephone Num	nber - Number of person identified in data line <030>	2075354124 4	xt.		
039>	Contact Email Address -	Email Address of person Identified in data line <030>	tqs)ardolf41	rpoint .cca		
810>	Reporting Carrier	China Telephone				
	Holding Company	PairPoint Communications inc.			100	
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	bal Lands Reporting Hection Form	FCCForm 481 OMB Control No. 5060-0986/OMB Control No. 3060-0819 July 2013 -
<010>	Study Area Code	106004
<015>	Study Area Name	CHIKA TICL CO.
<020>	Program Year	1015
<030>	Contact Name - Person USAC should contact regarding this data	Entera Galando
<035>	Contact Telephone Number - Number of person Identified in data line	
<039>	Contact Email Address - Email Address of person identified in data line	<030> bgelkedotfairpoint.com
<910>	Tribal Land(s) on which ETC Serves	
<920>	Tribal Government Engagement Obligation	Name of Attached Document
	company serves Tribal lands, please select (Yes, No, NA) for each these boxes	
	irm the status described on the attached document(s), on I'ne 920,	Select
	strates coordination with the Tribal government pursuant to \$\{a\}\\$ includes:	(Yes,No,
<921>	Needs assessment and deployment planning with a focus on Tribal community anchor institutions.	XXXX
<922>	Feasibility and sustainability planning;	
<923>	Marketing services in a culturally sensitive manner;	
<924>	Compliance with Rights of way processes	
<925>	Compliance with Land Use permitting requirements	
<926>	Compliance with Facilities Siting rules	
<927>	Compliance with Environmental Review processes	
<928>	Compliance with Cultural Preservation review processes	
	Compliance with Tribal Business and Ucensing requirements.	

<010>	Study Area Code	100001
<015>	Study Area Name	CHINA TEL CO.
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Earbarg Galardo
<035>	Contact Telephone Number - Number of person Identified in data line <030>	2075354126 mt.
<039>	Contact Email Address - Email Address of person identified in data line <030>	tgslerdstfairpoint.com
<1120>	Please check this box to confirm no terrestrial backhaul options exist within the supported area pursuant to § 54.313(G)	
<1130>	Please check this box to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.323(G)	

	rms and Condition for Lifeline Customers			FCC Form 481
Ufeline Data Col	action Form			OMB Control No. 3060-0985/QMB Control No. 3060-0819 July 2013
			100	
<010>	Study Area Code		100004	
<015>	Study Area Name		CHINA TEL CO.	
<020>	Program Year		2015	
<030>	Contact Name - Person USAC should contact regarding this data		Earbyrs Galardo	
<035>	Contact Telephone Number - Number of person identified in data			
<039>	Contact Email Address - Email Address of person identified in data	line <030	> bqslardoifsirpoint.com	
			100001re1210.pdf	
			** 1990 UKC 1670 XL GUZZ O COSPECTOT	
<1210>	Terms & Conditions of Voice Telephony Lifeline Plans			i
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			L	
				Name of Attached Document
<1220>	Unk to Public Website	HITP	www.tariffs.net/feirpoint/tier.esp7c	16-164
	heck these boxes below to confirm that the attached document(s), on line	1210,		
	bite listed, on line 1220, contains the required information pursuant to			
\$ 54.422	(a)(2) annual reporting for ETCs receiving low-income support, carriers mu	st		
annually	report:			
		1		
<1551>	Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers,	1		
	telephony service plans offered to cherice spostnoers,			
		1		
<1222>	Details on the number of minutes provided as part of the plan,			
		-		
<1223>	Additional charges for toll calls, and rates for each such plan.	1		

ata Çoll	ica Cap Carrier Additional Documentation ection Form Rote of Return Corriers offiliated with Price Cap Local Exchange Corriers	FCC Form 481 ONB Control No. 3666-0985/ONB Control No. 3660-0819 Ady 2011
<010>	Study Area Code	101004
<015>	Study Area Name	CHEA TES CO.
<020>	Program Year	2015
<030>	Contact Hame - Person USAC should contact regarding this data	Bachara Galardo
<035>	Contact Telephone Humber - Number of person identified in data line <030>	2075336126 ext.
<019>	Contact Ernall Address - Ernall Address of person Identified in data line 4030>	haringhideligings, con
CHECK 1)	he boxes below to note compliance as a recipient of incremental Connect Amer	As Phase I support, (Near Night Cuspoot), (Ight Cuspoot) to Got support to Got Accurate a Cost Scharge reductions, and Connect America Phase II a) the Information reported on this form and in the documents attached below is accurate.
	Incremental Connect America Phase I reporting	
<2010»	2nd Year Certification (47 CFR § S4.313(b)(1))	
<2011>	3rd Year Certification (47 CFR § 54.313(b)(2))	
	Price Cap Carrier Receiving Feoren Support Certification (47 CFR § 54.312(a))	
<2012>	2013 Froten Support Certification	
<2013>	2014 Frozen Support Certification	
c2014 >	2015 Frozen Support Certification	
r2015>	2016 and future Fruten Support Certification	
	Price Cap Carrier Connect America ICC Support (47 CFR § \$4.313(6))	
<2016>	Certification Support Used to Build Broadband	
	Connect America Phase II Reporting (47 CFR § S4.313(e))	
¢2017>	3rd year Broadband Service Certification	H
<2018>	5th year Broadband Service Certification	
(2019)	Interim Progress Certification	
<2020»	Please check the box to confirm that the attached document(s), on pursuant to § \$4.313 (e)(3)(ii), as a recipient of CAF Phase II support addresses of community anchor institutions to which began providi preceding calendar year.	t shall provide the number, names, and
<2071>	Interim Progress Community Anchor Institutions	
		I I
		1

Page II

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		医 医 选择	N/9 2015	
+010×	Study Area Code	100004		
4015»	Study high Name	CRINA TEL CO.		
4040e	Program Year Contact Name - Parson USAC should contact regarding this data	2015 Earbers Galanda		
ens;	Contact Feliphone Number - Number of person identified in data the 4050x	2075253125.635.		
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	the bases below to note compliance on its flor year service egylity plus (porests)	n to 47 CFR § 54, 202(a)) sod, the privately held camber, exercin a information reported on skills forms and its the documents atta	g cocryfiance with th	he firmwhile porting regules mante set forth t
(9)(4)	Progress Report on 5 Year Plan Milester's Confliction (47 CTR § 54.313(7)(13/9)			
		Name of Attached Docume 1 Linding Required 1 for	ruios.	
JANE 13	Please streck this box to confirm that the exacted document(s), on line 3 § 54.313 (f)(1)(0), the carrier shall provide the number, names, and address the four ber, names, and address to fine access to broadtand service in the proceding calendar year.	312 contains the required information pursuant to uses of community enchor institutions to which began		_
(1011)	Community Andrew Helmadone (AT CHR & SALTESCRICKY)			
	h your company a thin may had BOS Curier (c7 CFR 4 54 353(922) If you, does your company File the RUS amount report	Manu of Attached Document Eating Pagiting Characters [Pagino] [Pagino]	38	-
nase	check these boves to confirm that the attention document(s), on fine \$017	contains the required information pursuant to \$ \$4.313(f)	(2) compliance mo	silvas:
10153	Electron's support their annual RUS reports (Operating Report for			
2245	Telecommunications from send Document(s) for Balance Sheet, Income Statement and Statement of Ca.	d Short	-	
an ież	Commentation passes made service amounts and passion of CT	I. Pows	4	
(5017)	if the response is you on the SOLA, atlach your company's RUS amount report and all required discurrent about			
		Name of Attached Socurary Uniting Regulary Information		
14100	# she mesporar is no on the 3054, it your company audited?	(respec)	Ω C)	
	If the suppose is yet on the 3018, please of echilin boves before to confirm your submission, on the 8016 pursuant to \$ \$4.313(6)(2), contains	87-07 -		
3014)	Either a rupy of their audited for ancial statement; or (2) a fin ancial report in a fo	smal comparable to RUS Operating Report for Telecommunicati	Pra 🗀	
KONI	Document(s) for Balance Sheet, Income Statement and Statement of Co	ish Flows		
	Managament latter haved by the independent certified public accountant this			
****	#the empores is no on the 5015, please that the bover before to confirm your extralation, on the 5076 pursuant to \$54.313(7)25 contains:			
((()	Copy of their Phancial statement which has been subject to review by an independent contribil public account by or 2) a financial report in a format comparation to EUE Operating Report for Edecommunications Removales.			
1021)	Underlying information subjected to a review by an independent certified			
	p.blc scourers			
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<010>	Study Area Code	100004
<015>	Study Area Nama	CHINA TEL CO.
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Sarbara Galardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039>	Contact Email Address - Email Address of person Identified in data line <030>	bgelardolfairpoint.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

	es include ensuring the accuracy of the annual reporting requirements for universal service support
recipients; and, to the best of my knowledge, the information report	ed on this form and in any attachments is accurate.
Name of Reporting Carrier: CHINA TEL CO.	
Signature of Authorized Officer: CERTIFIED ONLINE	Date 06/25/2014
Printed name of Authorized Officer: Mike Skrivan	
Title or position of Authorized Officer: VP Regulatory	
Telephone number of Authorized Officer: 2075354150 ext.	
Study Area Code of Reporting Carrier: 199004	Filing Due Date for this form: 07/01/2014

REDACTED FOR PUBLIC INSPECTION

Attachments

FCC Form 481

Line 100- Service Quality Improvement Reporting {47 CFR 54.313(a)(1)}

In the FCC's Public Notice DA 14-951, released May 1, 2014, the FCC waived the requirement for price cap ETCs to file a five-year plan. ¹

We now grant a waiver of this requirement for price cap ETCs for an additional year. Because the Bureau just finalized the Connect America Cost Model, and price cap carriers have not yet had the opportunity to make a state-level commitment for Connect America Phase II, we find that it is not in the public interest to require price cap ETCs to file new five-year plans in 2014 for the same reason as last year: they do not yet know which areas they will be serving in the future.

¹ The Public Notice stated, in relevant part:

China Telephone Company Maine 100004

Line 510: Service Quality Reporting/Consumer Protection Rules Compliance

China Telephone Company, hereby certifies that it is complying with applicable service quality standards and consumer protection rules. The Company complies with service quality and consumer protection provisions under state law. These provisions include, but are not limited to, the following: (1) filing a Local Exchange Tariff pursuant to the requirements of The Maine Public Service Commission which discloses rates, terms and conditions of service to customers; (2) compliance with state consumer protection provisions relating to Customer Services as identified in the Code of State Regulations, compliance with provisions for Quality of Service as identified in the Code of State Regulations, compliance with Service Objectives as identified in the Code of State Regulations, compliance with customer Inquiry procedure as identified in the Code of State Regulations, compliance with Dispute standards as identified in the Code of State Regulations; (3) compliance with truth-in-billing requirements; and (4) compliance with Federal CPNI rules, Red Flag Rules and other applicable federal and state requirements governing the protection of customers' privacy.

In establishing this certification in its 2005 ETC Order, the FCC found that an ETC must make "a specific commitment to objective measures to protect consumers." The Commission found that for wireless ETCs, compliance with CTIA's Consumer Code for Wireless Service would satisfy this requirement and that the sufficiency of other commitments would be considered on a case-by-case basis. In this context, the FCC stated, "to the extent a wireline or wireless ETC applicant is subject to consumer protection obligations under state law, compliance with such laws may meet our requirement." "

Maine Telephone Company, Standish Telephone Company, China Telephone Company, Northland Telephone Company and Sidney Telephone company (collectively the TG companies) are not currently under any "formal" Service Quality Reporting. The companies do report Service quality metrics on a quarterly basis. This is based on a verbal agreement with the Maine Public Utilities commission (the PUC). The TG companies report quarterly on 5 metrics: The five metrics are — Network Trouble report rate, % troubles not cleared in 24 hours, % install appointments not met, Average delay days for missed appointments, and outages. There are no benchmarks and no consequences for not reaching certain numbers.

If a customer has a concern about their FairPoint Communications' service or billing, he/she can contact repair service, technical support or customer service with information found on their statement. Customers may also contact agencies, through information posted in the phone directory, website, and tariff pages. All consumer complaints whether from Attorney Generals' offices, Public Utility Commissions, Better Business Bureaus, Federal Communications Commission and all other agencies are sent to the FairPoint Communications' Maine office via U.S. Mall or by electronic mail at consumer@fairpoint.com. The complaints are directed to the appropriate responsible Company Team member within FairPoint Communications for resolution and response to the customer.

¹ Federal-State Joint Board on Universal Service, CC Docket No. 96-45, Report and Order, FCC 05-46 (rel. Mar. 17, 2005) ("2005 ETC Order").

² Id. at para. 28.



1 Davis Farm Road Portland, ME 04103 Barney Boynton Director, Operational Risk

Form 481 Line 610: Functionality in Emergency Situations

Business Continuity Plan Overview

Introduction

FairPoint Communications, Inc. ("FairPoint") is committed to maintaining a vigilant state of disaster preparedness for the interests of our customers, stockholders, employees and other critical stakeholders.

The purpose of our Business Continuity Plan (BCP) is to define the disaster preparedness and recovery protocols and procedures required to restore FairPoint's critical business support functions, inside and outside plant systems and operations within FairPoint's operating footprint.

BCP components detail FairPoint's procedures for preparing for and responding to an emergency situation affecting our ability to deliver core services to our customers and our ability to meet legal dictates, and regulatory requirements.

This document discusses the following:

- BCP Scope & Structure
- Recovery Strategles and Logistics
- Plan Maintenance and Exercising

BCP Scope

FairPoint's business continuity response planning is concentrated on two critical operational areas:

- <u>Customer Interfacing</u> It is recognized that a "business impact" only occurs when an <u>external-interfacing</u> element is disrupted. In essence, this means that if FairPoint experiences a disruptive event, but one that does not breach the outer-shell of the FairPoint operation and interrupt critical customer services, customer product or other external end-user, then it does not have a business impact, as defined by the BCP
- Infrastructure Integrity Without critical infrastructure systems, the ability for all other FairPoint business
 operations (back/front office) can come to a halt. It is these infrastructure systems that provide the critical
 human-factor of our customer-interfacing services. Critical infrastructure would address such services /
 systems as, building space for staff, service utilities, telecom network, IT network, etc.

The BCP has been developed to assure the continuity of critical customer interfacing services and systems should a physical incident or workforce disruption event occur, which affects:

- IT/IS
- Administrative and Support Operations
- Inside and Outside Plant Operations
- NOC (Network Operations Center)
- E-9-1-1
- Dispatch
- Repair Center

FairPoint has developed response / recovery strategles addressing physically disruptive incidents and workforce related disruptive incidents (i.e., work-stoppage and pandemic). All response strategies are based on recovery time objectives of those department functions and critical infrastructure systems essential to sustain customer interfacing services.



1 Davis Farm Road Portland, ME 04103 Barney Boynton Director, Operational Risk

BCP Structure

The BCP consists of several components:

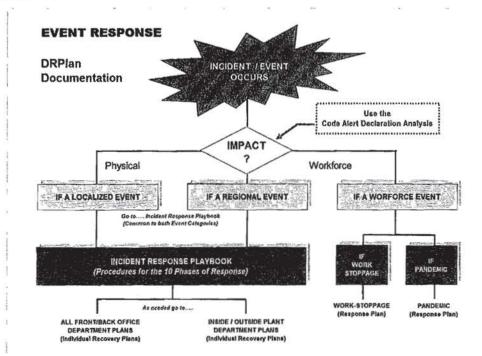
- The BCP Manual (an overview of all BCP documents)
- IR Playbooks (addresses the response procedures for Physical and Workforce related events),
- Appendices (the IR Playbook procedures links to these Resources Files)
- Department Recovery Plans (Business and Plant Operations)
- Business Impact Assessments (Business and Plant Operations)

The Event Response diagram below identifies the overall BCP documentation and how a disruption or incident will dictate which path of the BCP will be followed to restore business operations.

Once the incident or disruption occurs, the impact first needs to be quickly assessed to determine whether it is a physically disruptive event (local or regional) ("Physically Disruptive Event") or a workforce disruptive event (work-stoppage or pandemic) ("Work-Force Related Disruptive Event"). The disruption is always focused on critical business operations and services that can impact customer Interfacing / deliverables.



1 Davis Farm Road Portland, ME 04103 Barney Boynton Director, Operational Risk



Recovery Strategies and Logistics

Our BCP is based on the premise that FairPoint cannot stop disasters from occurring, but we can address the IMPACT of incidents should they occur. Where possible we will provide risk mitigation measures that will minimize the likelihood of having a serious disruptive incident but in no case can we eliminate all disruptive possibilities. The BCP is triggered by a Disruption Scenario, not a Threat Scenario. FairPoint pre-plans for potential break-points that can result in a customer interfacing disruption and incorporates recovery strategies that will inherently address any potential threat and any resulting business disruption impact. The actual threat (i.e. fire, flood, etc.) is perlinent only with respect to immediate response activities. All subsequent response efforts are focused on the assessment of damages (physical losses and recovery duration) and the implementation of restoration and recovery strategies. The restoration of the business servicing operations and infrastructure systems is based on salvage, replacement of systems and alternate functionality measures, which are pre-defined in the BCP.

Each department has developed a recovery plan based on its critical operations as they pertain to the deliverables they contribute to our customers. FairPoint has triaged the recovery efforts based on the concept of customer servicing impact. Federal and State regulatory requirements have a high level of consideration in



1 Davis Farm Road Portland, ME 04103 Barney Boynton Director, Operational Risk

addition to the business impact concerns. The BCP goal is to minimize the disruption duration as much as is practical and provide a level of risk mitigation that will maintain critical operations.

The Ten Response Phases of Physical Event are:

- Incident Notification
- Visual Damage Assessment
- Incident Stabilization
- Command Center Initiation
- Initial Notifications to Business Departments to activate plans
- Primary Site Damage Assessments
- Ready Alternate Restoration Sites
- Primary Site Salvage & Recovery
- Business Restoration Process
- Primary Site Re-established

Plan Maintenance and Exercising

The BCP is a living document. Updates to the plan are ongoing with changes incorporated annually at a minimum. Individual plan components are scenario tested with oversight from FairPoint's Corporate Risk Management Team.

> Study Are	a Code			100004					
Study Are	Study Area Hame CHIPA, TID. CO.								
	Program Year 2015 Contact Harms - Person USAC should contact regarding this data Backage Galando								
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	elephone Number - Humbi				CT CONTROL IN COLUMN				
> Contact E	mail Address - Email Addre	ss or person to	enched in data tine	comp postardate	airpoint.con				
> Single Sta	il Local Sensice Charge Effe le-wide Residential Local S	ervice Charge		11/2014	db	**************************************	dss		
State	Exchange (ILEC) Chins 1/2-froncey	SAC (CETC)	Rate Type	Residential Local Service Rate	State Subscriber Line Charge		Mandatory Extended Area Service Charge	Total per line Rates and	
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		mail Address - Erna i Add			bgelardotfeltp				
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39>	Contact En	nad Address - Email Addr	ess of person ident	med in data line (USD)	bgalardozlairg	oint.een					
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<010>	Study Area Code	10	lote					
<015>	Study Area Name							
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<030b	The state of the s		2015 Saybara Catardo					
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<039>			rierdolfatepoint.com					
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<81⊅		China Telephone						
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	Berkshire	Cellular, Inc.						
	Berkshire	New York Access, Inc.						
		Telephone Corporation	150073	dba PairPoint Communications				
	Big Sandy	Telecom, Inc.	442192	dba FairPoint Communications / Big Sandy Telecom, In				
		Celephone Company	412835	dba FairPoint Communications				
	C & E Comm	nunications, Ltd.						
		& Brie Communications, Inc.		dba FairPoint Long Distance				
		and Brie Telephone Corporation	1 150078	dba PairPoint Communications				
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		Service Telephone Co.	300015	dea retroine compunications ? Compunity Service Telephone Co.				
		Distance, Inc.		dba PairPoint Long Distance / C-R Long Distance, Inc.				
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		one Company	341409	dba FairPoint Communications / C-R Telephone Company dba FairPoint Long Distance / El Paro Long Distance Company				
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<010>	Study Area Code	10	1004					
e015>	Study Area Name	_ 0	GHIS TIE CO.					
<020>	Program Year							
<030>	Contact Name - Person U	SAC should contact regarding this data to	rbare Galardo					
<035>	Contact Telephone Numb	er - Number of person identified in data line <030> >0	15354126 ext.					
<039>	Contact Email Address - E	mail Address of person identified in data line <030> ty	electolfelepaint.com					
<810×	Reporting Carrier	China Telephone						
c811>	Holding Company	PairPoint Communications Inc.						
-	Operating Company	Chine Telephone						
<813>		Affiliates	# 40 M	Doing Business As Company or Brand Designation				
	Riltel Lon	g Distance Corp.		dba PairPoint Long Distance				
		munications of Northern New Englan	d Inc.	den rational bond binemics				
		spouri, Inc.		dba FairPoint Communications				
		Broadband, Inc.		dba PairPoint Communications				
		Business Services LLC						
		Carrier Services, Inc.						
		Communications Missouri, Inc.	421473	dba PairPoint Communications				
		gistics, Inc. (f/k/a MJD Capital (Coxp.)					
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		Independent Telephone Company	200614	dba FairPoint Communications				
,		Long Distance Company		dba PairPoint Long Distance				
	GTC Communica	tions, Inc. (E/k/a TPG Communications,)	nc.)					
	GTC, Inc.		236593	(Florala) dba FairPoint Communications				
	GTC, Inc.		210329	(Perry) dba PairPoint Communications				
	Maine Tele	phone Company	100625	dba FairPoint Communications ? Maine Telephone Company				
	Marianna a	nd Scenery Hill Telephone Comp	any 170155	dba PairPoint Communications				
	Marianna T	el, Inc.		dba FairPoint Long Distance				
	MJD Servic	es Corp.						
	MJD Ventur							
		England Telephone Operations LLC		dba PairPoint Communications				
		England Telephone Operations LLC		dba FairPoint Communications				
- 1		relephone Company of Maine, In	C. 203313	the Feinfeitt Communications ? Northland Telephone Company of Maine, Inc. (Maine				
	Odin Talon	hone Exchange, Inc.	341065	dba PairFoint Commidations / Odin Telephone Exchange, Inc.				

(600) Operating Companies Data Collection Form			FCC form 481 ONE Central No. 1960-0986/UNER Central No. 2060-0819 Adv 2013				
<010> Study Area Code	100024	100004					
<015> Study Area Name	CRIDGE TEL	cana fft co.					
©20 Program Year	3015						
<030> Contact Name - Person USAC should contact regarding this data	Barbara Ost						
<035> Contact Telephone Number - Humber of person Identified in data line <0.	30> 2075154126	AXT.					
<0399 Contact Email Address - Email Address of person Identified in data line of	030> tgalardosis	irpoint.com					
<810 Reporting Carrier China Talephora			3				
<811> Holding Company FairFoint Concumications Inc.							
<812> Operating Company China Telephona							
(all)			400				
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Orwell Communications, Inc.			dba FairPoint Long Distance				
Orwell Telephone Company		300669	dba FairPoint Communications				
Peoples Mutual Long Distance Compa	ny		dba FairPoint Long Distance				
Peoples Mutual Telephone Company		190264	dba FairPoint Communications				
Quality One Technologies, Inc.			dba FairPoint Long Distance				
Ravenswood Communications, Inc.							
Sidney Telephone Company		203333	dba FairPoint Communications 7 Sidney Telephone Company				
ST Enterprises, Ltd.							
ST Long Distance, Inc.			FairPoint Long Distance (Kansas, Colorado, Oklahoma				
ST Long Distance, Inc.			FairPoint Long Distance / ST Long Distance, Inc. (Illinois)				
ST Long Distance, Inc.			FairPoint Communications Long Distance (Missouri				
St. Joe Communications, Inc.		210339	dba FairPoint Communications				
Standish Telephone Company		100025	dba FairPoint Communications 7 Standish Telephone Compa				
Sunflower Telephone Company, Inc.		441435	dbe FairFoint Communications/Suntlever Telephone Company, Inc. (Colors				
Taconic Technology Corp.							
Taconic TelCom Corp.			dba FairPoint Long Distance				
Taconic Telephone Corp.		350004	dba PairPoint Communications				
Telephone Operating Company of Very	nont LLC	145315	dba PairPoint Communications				
The El Paso Telephone Company		341031	dba FairPoint Communications				
UI Long Distance, Inc.			dba PairPoint Long Distance				
Unite Communications Systems, Inc.			FairPoint Communications				
Utilities, Inc.			dba PairPoint Communications (Maine)				
Utilities, Inc.			dba FairPoint Utilities (New Hampshire)				

<015> <020> <030> <035>	Study Area Code Study Area Hame Program Year							
<020» <030» <035»			v.	10004 OHIA TD. 00,				
<035>		2015						
	Contact Name - Person USAC should contact regarding this date	Easbara Gele	sebera Gelagio					
	Contact Telephone Humber - Humber of person Identified in data Ene of		2075354126 est.					
c039>	Contact Email Address - Email Address of person identified in data line of	030> bgslerdosfa	trpsint.com					
·810»	Reporting Carrier China Telephoce							
	Holding Company FeitPoint Communications Inc.							
(812)	Operating Company China Telephone							
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	Affiliates		SAC	Doing Business As Company or Brand Designation				
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FCC FORM 481

Line 1010 - Voice Service Rate Comparability

The pricing of the company's voice services is no more than two standard deviations above the applicable national average urban rate for voice service, as specified in the most recent public notice, FCC DA14-384 released on March 20, 2014.

For Rates See Attachment: (700) Company Price Offerings (voice)

China Telephone Company provides a Lifeline Program discount for residence service for eligible low income customers. The Lifeline Program discount is applied to any month to month residence local service, package or bundle offering. The discount is intended to offset the Subscriber Line Charge and local line charge, aithough eligible packages and bundles may have toll calling included in the pricing for the offering.

The Catalog pages outlining the terms of the Lifeline Program in the China Telephone Company are attached. The terms and conditions of residential basic local exchange service, package and bundle offerings can be found at http://www.tariffs.net/fairpoint/tier.asp?cid=1644.

CHINA TELEPHONE COMPANY
MAINE TELEPHONE COMPANY
NORTHLAND TELEPHONE COMPANY OF MAINE INC.
SIDNEY TELEPHONE COMPANY
STANDISH TELEPHONE COMPANY
D/B/A FAIRPOINT COMMUNICATIONS

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LOCAL EXCHANGE SERVICE

(N)

CHINA TELEPHONE COMPANY, MAINE TELEPHONE COMPANY, NORTHLAND TELEPHONE COMPANY OF MAINE, SIDNEY TELEPHONE COMPANY, STANDISH TELEPHONE COMPANY

GENERAL SYSTEMS AND SERVICES (Cont'd)

LIFBLINE PROGRAM

(1) The Company shall provide Lifeline service as defined in 47 C.F.R § 54,401 (a) on a non-discriminatory basis to all qualifying low-income customers. The Company's Lifeline service offering shall comply with all applicable federal and state laws, including, but not limited to 47 C.F.R. Part 54, Subpart I3; the FCC's Lifeline reform order (Report and Order released February 6, 2012, WC Docket No. 11-42, et.al) and any subsequent olarifying orders.

(N)

CHINA TELEPHONE COMPANY
MAINE TELEPHONE COMPANY
NORTHLAND TELEPHONE COMPANY OF MAINE, INC.
SIDNEY TELEPHONE COMPANY
STANDISH TELEPHONE COMPANY
D/B/A FAIRPOINT COMMUNICATIONS

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(N)

GENERAL SERVICES

- P. SCREENED ONE PARTY SERVICE (Cont'd)
 - 4. TOLL RESTRICTION SERVICE (Cont'd)
 - b. Rates and Charges
 - The following rates and charges are in addition to all other applicable rates and charges.

Non Recurring Charge Monthly Charge

Per central office line equipped

\$5.00

- *Appropriate Section Service Charges apply.
- Regulations regarding connection of terminal equipment as shown in Section 7 apply.
- If a Customer has a scheduled payment arrangement which is agreed to by both the Company and the Customer to collect a past due balance, the Company may at its discretion waive the service charges and monthly rates when the service is added as a means of controlling the Customers bill.
- For any Customer that qualifies under the Lifeline Assistance
 Program the Company will waive the service charge and monthly
 rates for Toll Restriction Service.
- c. Payment Arrangement Provisions
 - When a Customer's local serving office is suitably equipped to provide screened billing the company may waive a Customer's payment of the service charges and monthly rates when the feature is added as a means of controlling a Customer's bill. If a Customer fails to complete a payment arrangement that has been renegotiated at least once the company 'may require screened billing as a condition to negotiations for the third or subsequent arrangement. The screened billing will remain on the line until the arrangement is completed

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Page 1

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<010>		100925		The state of the s
<015>	Study Area Name	MAINE TELEPRONE CO	PANY	
10000		2015		-
<020>	Program Year Contact Name: Person USAC should contact			
10302	with questions about this data	Barbara Galardo		
<035>	Contact Telephone Number: Number of the person identified in data line <030>	2075354126 ext.		
<039>	Contact Email Address: Email of the person Identified in data line <030>	bgalardo@fairpoint.	cen	
				Completion Completion
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<100>	Service Quality improvement Reporting		(complete attached worksheet)	· 11111.
<200>	Outage Reporting (voice)		(complete attached worksheet)	V V
<210>		outages to report		~ (1) 1/1/10
<300>	Unfulfilled Service Requests (voice)	-		
<310>	Detail on Attempts (voice)			· 115340
			fattach descriptive	document)
<320>	Unfulfilled Service Requests (broadband)			- HILL
<330>	Detail on Attempts (broadband		fottach descriptive	document
		War		
<400>	Number of Complaints per 1,000 customers (voice)			
<420>	Mobile 0.0			<u> </u>
<430>	Number of Complaints per 1,000 customers (broadb	and)		V 388888
<440> <450>	Fixed Mobile 0.0			10 3 6 2 3 4
<500>	Mobile 0.0 Service Quality Standards & Consumer Protection Ru	iles Compliance	(check to indicate certification)	
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<510>			(attoched descriptive document)	
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<600>	Functionality in Emergency Situations 100025ce610.pdf		(theck to indicate certification)	
	1		(attached descriptive document)	~ ~
<610>	*			
<700>	Company Price Offerings (voice)]	V KARARA
<710>	Company Price Offerings (broadband)		(complete attached worksheet) (complete attached worksheet)	VIIII V
<800>	Operating Companies and Affiliates		(complete attached worksheet)	V
<900>	Tribal Land Offerings (Y/N)?	(4)	es, complete ottoched worksheet)	- Hillian
<1000>	Voice Services Rate Comparability 1010 Voice Service Rate Comparability.pdf		(check to Indicate certification)	· Milli
<1010>	1		(attach descriptive document)	- 91111.
75622			J	
<1100>	Terrestrial Backhaul (Y/N)?	W	not, sheck to Indicate certification)	- Allilla
<1110>			(complete attached worksheet)	THE STREET
	Terms and Condition for Lifeline Customers		(tomplete attached worksheet)	VIIIII
	Price Cap Carriers, Proceed to Price Cap Additional D			
<2000>	Including Rate-of-Return Corclers offiliated with Price	e cop total extrange	Carriers (theck to Indicate certification)	VIIII V
<2005>			(complete attached worksheet)	- 11111A
<3000>	Rate of Return Carriers, Proceed to ROR Additional C	Occumentation Works		1888888
<3005>			(check to Indicate certification) (complete attached worksheet)	Wille.

The State of the land	rvice Quality Improvement Reporting Election Form	FCC Form 481, OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	100025
<015>	Study Area Name	MAINE TELEPHONE COMPANY
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Batbaco Galardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardoffairpoint.com
<110>	Has your company received its ETC certification from the FCC?	(yes / no) O
<111>	If your answer to Line <110> is yes, do you have an existing §54.202(a) "5 year plan" filed with the FCC?	(yes / no.) O O
4111	year plant fried with the Poct:	(HE)/10) O O
<112>	If your answer to Line <1.11> is yes, then you are required to file a progress report, on line <1.12> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service. Attach Five-Year Service Quality Improvement Plan or, in subsequent years,	112 Service Quality Improvement Reporting.pdf
(112)	your annual progress report filed pursuant to 47 C.F.R. § \$4.313(a)(1). If your of CETC which only receives frozen support, your progress report is only	ompany is a
	required to address voice telephony service.	
	Please check these boxes below to confirm that the attached documents(s), on lir 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.	Name of Attached Document
<113>	Maps detailing progress towards meeting plan targets	
<114>	Report how much universal service (USF) support was received	
<115>	How (USF) was used to improve service quality	
<116>	How (USF)was used to improve service coverage	
<117>	How (USF) was used to improve service capacity	
<118>	Provide an explanation of network improvement targets not met in the prior calendar year.	

010>	Study Area Co	de				100025						
015>	Study Area Na	me		0 ESS 17 L 170 L 170		HAINE TELEPH	HONE COMPANY					
020>	Program Year					2015						
030>	Contact Name	- Person USAC	should contact	t regarding this	data	Barbara Gal						
035>	Contact Telep	hone Number -	Number of pe	rson identified	in data line <0	30> 2075354126	ext.					0 000 000
039>	Contact Email	Address - Ema	Address of pe	rson identified	in data line <	30> bgalardo@fa	irpoint.com					
220>	433	<01>	<b2></b2>	<b3></b3>	<ba><b4></b4></ba>	«t>	«es»	<d><d></d></d>	<e></e>	ф_	40	<h>></h>
	NORS Reference Number	Outage Start Date	Outage Start Time	Outage End Date	Outage End Time	Number of Customers Affected	Total Number of Customers	911 Facilities Affected (Yes / No)	Service Outage Description (Check all that apply)	Did This Outage Affect Multiple Study Areas (Yes / No)	Service Outage Resolution	Preventati Procedure
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<010>	Study Area Code				100025			
<015>	Study Area Name				MAINE TELE	PHONE COMPANY		
<020>	Program Year				2015			
<030>	Contact Name - Pen	son USAC should	contact regardin	ng this data	Barbara Go	lardo		
<035>	Contact Telephone	Number - Numbe	r of person iden	tified in data line	<030> 2075354126	ext.		
<039>	Contact Email Addre	ess - Email Addre	ss of person iden	ntified in data line	<030> bqalardoff	airpoint.com	 	
<701>	Residential Local Se Single State-wide Ro			1/1	/2014			

				Residential Local			Mandatory Extended Area	
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(800) Op	erating Companies (**)				FCCForm 481" pt. 10 pt. 1540 p
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<010>	Study Area Code		100025		
<015>	Study Area Name		MAINE TELEPHO	ONE COMPANY	
<020>	Program Year		2015		
<030>		USAC should contact regarding this data	Barbara Galar		
<035>		nber - Number of person identified in data line <030>	2075354126 es		
<039>	Contact Email Address -	Email Address of person identified in data line <030>	bgalardoffai	rpaint.com	
1227	20 20 2 3	Maine Telephone Company			
<810>	Reporting Carrier	FairPoint Communications Inc.			
<811> <812>	Holding Company				
48172	Operating Company	Maine Telephone Company			
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		Affiliates		SAC	Doing Business As Company or Brand Designation
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A 215 C P 215 A 225 C P 207	al Lands Reporting ection form	FCC Form 481 OMB Control No. 3050-8986/OMB Control No. 5060-0819 101y-2013
<010>	Study Area Code	100025
<015>	Study Area Name	MAINE TELEPHONE COMPANY
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Barbana Galando
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com
<910>	Tribal Land(s) on which ETC Serves	
<920>	Tribal Government Engagement Obligation	Name of Attached Document
	Walter to the state of the stat	
	ompany serves Tribal lands, please select (Yes,No, NA) for each these boxes	
	rm the status described on the attached document(s), on line 920, trates coordination with the Tribal government pursuant to	elect
	(Ye	s,No,
9 34.31	olalia) includes.	NA)
<921>	Needs assessment and deployment planning with a focus on Tribal community anchor institutions.	
<922>	Feasibility and sustainability planning;	
<923>	Marketing services in a culturally sensitive manner;	
<924>	Compliance with Rights of way processes	
<925>	Compliance with Land Use permitting requirements	
<926>	Compliance with Facilities Siting rules	
<927>	Compliance with Environmental Review processes	
<928>	Compliance with Cultural Preservation review processes	
<929>	Compliance with Tribal Business and Licensing requirements.	

NAMES OF TAXABLE PARTY OF TAXABLE PARTY.	Terrestrial Backhaul Reporting	PCC Form 481 4 JOMB Control No. 5060-5986/OMB Control No. 3060-0819
Data Coll	ection Form	UNA CONTO NO. 3000-0986/ UMB CONTO NO. 3000-0319
<010>	Study Area Code	100025
<015>	Study Area Name	MAINE TELEPHONE COMPANY
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Earbara Calardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fsirpoint.com
41120	Please check this box to confirm no terrestrial backhaul	
<1120>	options exist within the supported area pursuant to § 54.313(G)	
	Please check this box to confirm the reporting carrier offers	
	broadband service of at least 1 Mbps downstream and 256 kbps	
<1130>	upstream within the supported area pursuant to § 54.313(G)	
	opposition within the copperate and position to 3 or many(c)	

Lifeline	rms and Condition for Urbline Osstomers ection Form		FECC Form 483 L CAMB Control No.: 3060-0936/GMB Control No.: 3060-0839 9007-2033
<010>	Study Area Code		109025
<015>	Study Area Name		NAINE TELEPHONE COMPANY
<020>	Program Year		2015
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<035>	Contact Telephone Number - Number of person identified in data	line <030	> 2075354126 ext.
<039>	Contact Email Address - Email Address of person identified in data	line <030	> hgalardoA(a)rpoint.com
<1210>	Terms & Conditions of Voice Telephony Lifeline Plans		100025me1210.pdf
<1220>	Link to Public Website	нттр	Name of Attached Document ://www.tariffs.net/fairpoint/tior.asp?cid+1644
or the we	neck these boxes below to confirm that the attached document(s), on line bsite listed, on line 1220, contains the required information pursuant to (a)(2) annual reporting for ETCs receiving low-income support, carriers mureport:		
<1221>	Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers,		
<1222>	Details on the number of minutes provided as part of the plan,		
<1223>	Additional charges for toll calls, and rates for each such plan.	V	

(2000) Pc	ice Cap Carrier Additional Documentation	學是中國企業的企業。中華的學術學	
CONTRACTOR OF THE PARTY OF THE	ection form	Marie Telephone Constitution	OMB Control Not 3060-0986/OMB Control No. 3060-0819
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including	Rate-of-Return Corriers offiliated with Pace Cop Local Exchange Corners (
<010>	Study Area Code	100025	
<015>	Study Area Name	MAINE TELEPHONE COMPANY	
<020>	Program Year	2015	
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo	
<035>	Contact Telephone Number - Number of person Identified in data line <030>	2075354126 ext.	
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CHECK D	support as set forth in 47 CFR § \$4.313(b),(c),(d),(c)		gh Cost support to offset access charge reductions, and Connect America Phase II
	200bbost 42 264 journ in 41 Chr 3 24:373(0)*(c)*(d)*(t) the information reported on this form and in	the documents attached below is accurate.
	Incremental Connect America Phase I reporting		
<2010>	2nd Year Certification (47 CFR § S4.313(b)(1))		F=
<2011>	3rd Year Certification (47 CFR § 54.313(b)(2))		
-4044	are real certification for the 2 or 3 Tripleti		
	Price Cap Carrier Receiving Frozen Support Certification (47 CFR § 54.312(a))		
<2012>	2013 Frezen Support Certification		
<2013>	2014 Frozen Support Certification		
<2014>	2015 Frozen Support Certification		
<2015>	2016 and future Frozen Support Certification		
	Price Cap Carrier Connect America ICC Support (47 CFR § 54.313(d))		Name and the second sec
<2016>	Certification Support Used to Build Broadband		
<2017>	Connect America Phase II Reporting (47 CFR § 54.313(e))		
<2017>	3rd year Broadband Service Certification		
<2019>	5th year Broadband Service Certification Interim Progress Certification		
F2.50			
<2020>	Please check the box to confirm that the attached document(s), on pursuant to § 54.313 (e)(3)(ii), as a recipient of CAF Phase II support	line 2021, contains the required information	
	addresses of community anchor institutions to which began provide	ng access to broadband service in the	Harmon Control of the
	preceding calendar year.		
			<u>}</u>
<2021>	Interim Progress Community Anchor Institutions		•
		1	¥
		Name of	Attached Document Listing Required Information
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<015>	Study Area Name	MAINE TELEPHONE COMPANY
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Berbera Galerdo
<035>	Contact Telephone Number - Number of person Identified in data line <030>	2675354126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgelerdo@fairpoint.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

I certify that I em an officer of the reporting carrier; my responsible recipients; and, to the best of my knowledge, the information rep	Milles include ensuring the accuracy of the annual reporting requirements for universal service support orded on this form and in any attachments is accurate.
Name of Reporting Carrier: HATHE TELEPHONE CONPANY	
Signature of Authorized Officer: CERFIFTED OULTHE	Date 1/16/3014
Printed name of Authorized Officer: Hike Skrivan	1 1
Title or position of Authorized Officer: VP Regulatory	
Telephone number of Authorized Officer: 2075354150 ext.	
Study Area Code of Reporting Carrier: 100025	Filing Due Date for this form: 07/01/2014

Attachments

FCC Form 481

Line 100- Service Quality Improvement Reporting {47 CFR 54.313(a)(1)}

In the FCC's Public Notice DA 14-951, released May 1, 2014, the FCC waived the requirement for price cap ETCs to file a five-year plan. ¹

We now grant a waiver of this requirement for price cap ETCs for an additional year. Because the Bureau just finalized the Connect America Cost Model, and price cap carriers have not yet had the opportunity to make a state-level commitment for Connect America Phase II, we find that it is not in the public interest to require price cap ETCs to file new five-year plans in 2014 for the same reason as last year: they do not yet know which areas they will be serving in the future.

¹ The Public Notice stated, in relevant part:

Maine Telephone Company/Standish Telephone Company 100025 Line 310

For the period January 1, 2013 through December 31, 2013, Maine Telephone Company/Standish Telephone Company (SAC #100025)

Standish/Maine Telephone Company 100025

Line 330

For the period January 1, 2013 through December 31, 2013, Maine Telephone Company (SAC #100025) had

Standish Telephone Company/Maine Telephone Company Maine 100025

Line 510: Service Quality Reporting/Consumer Protection Rules Compliance

StandIsh Telephone Company/Maine Telephone Company, hereby certifies that It is complying with applicable service quality standards and consumer protection rules. The Company complies with service quality and consumer protection provisions under state law. These provisions include, but are not limited to, the following: (1) filing a Local Exchange Tariff pursuant to the requirements of The Maine Public Service Commission which discloses rates, terms and conditions of service to customers; (2) compliance with state consumer protection provisions relating to Customer Services as identified in the Code of State Regulations, compliance with provisions for Quality of Service as identified in the Code of State Regulations, compliance with Service Objectives as identified in the Code of State Regulations, compliance with customer inquiry procedure as identified in the Code of State Regulations, compliance with Dispute standards as identified in the Code of State Regulations; (3) compliance with truth-in-billing requirements; and (4) compliance with Federal CPNI rules, Red Flag Rules and other applicable federal and state requirements governing the protection of customers' privacy.

In establishing this certification in its 2005 ETC Order, the FCC found that an ETC must make "a specific commitment to objective measures to protect consumers." The Commission found that for wireless ETCs, compliance with CTIA's Consumer Code for Wireless Service would satisfy this requirement and that the sufficiency of other commitments would be considered on a case-by-case basis. In this context, the FCC stated, "to the extent a wireline or wireless ETC applicant is subject to consumer protection obligations under state law, compliance with such laws may meet our requirement." "

Maine Telephone Company, Standish Telephone Company, China Telephone Company, Northland Telephone Company and Sidney Telephone company (collectively the TG companies) are not currently under any "formal" Service Quality Reporting. The companies do report Service quality metrics on a quarterly basis. This is based on a verbal agreement with the Maine Public Utilities commission (the PUC). The TG companies report quarterly on 5 metrics: The five metrics are — Network Trouble report rate, % troubles not cleared in 24 hours, % install appointments not met, Average delay days for missed appointments, and outages. There are no benchmarks and no consequences for not reaching certain numbers.

If a customer has a concern about their FairPoint Communications' service or billing, he/she can contact repair service, technical support or customer service with information found on their statement. Customers may also contact agencies, through information posted in the phone directory, website, and tariff pages. All consumer complaints whether from Attorney Generals' offices, Public Utility Commissions, Better Business Bureaus, Federal Communications Commission and all other agencies are sent to the FairPoint Communications' Maine office via U.S. Mail or by electronic mail at consumer@fairpoint.com. The complaints are directed to the appropriate responsible Company Team member within FairPoint Communications for resolution and response to the customer.

2 Id. at para. 28.

¹ Federal-State Joint Board on Universal Service, CC Docket No. 96-45, Report and Order, FCC 05-46 (rel. Mar. 17, 2005) ("2005 ETC Order").



1 Davis Farm Road Portland, ME 04103 Barney Boynton Director, Operational Risk

Form 481 Line 610: Functionality In Emergency Situations

Business Continuity Plan Overview

Introduction

FairPoint Communications, Inc. ("FairPoint") is committed to maintaining a vigilant state of disaster preparedness for the interests of our customers, stockholders, employees and other critical stakeholders.

The purpose of our Business Continuity Plan (BCP) is to define the disaster preparedness and recovery protocols and procedures required to restore FairPoint's critical business support functions, inside and outside plant systems and operations within FairPoint's operating footprint.

BCP components detail FairPoint's procedures for preparing for and responding to an emergency situation affecting our ability to deliver core services to our customers and our ability to meet legal dictates, and regulatory requirements.

This document discusses the following:

- BCP Scope & Structure
- Recovery Strategies and Logistics
- Plan Maintenance and Exercising

BCP Scope

FairPoint's business continuity response planning is concentrated on two critical operational areas:

- <u>Customer Interfacing</u> It is recognized that a "business impact" only occurs when an <u>external-interfacing</u> element is disrupted. In essence, this means that if FairPoint experiences a disruptive event, but one that does not breach the outer-shell of the FairPoint operation and interrupt critical customer services, customer product or other external end-user, then it does not have a business impact, as defined by the BCP
- Infrastructure Integrity Without critical Infrastructure systems, the ability for all other FairPoint business operations (back/front office) can come to a halt. It is these infrastructure systems that provide the critical human-factor of our customer-interfacing services. Critical infrastructure would address such services / systems as, building space for staff, service utilities, telecom network, IT network, etc.

The BCP has been developed to assure the continuity of critical customer interfacing services and systems should a physical incident or workforce disruption event occur, which affects:

- · IT/IS
- Administrative and Support Operations
- Inside and Outside Plant Operations
- NOC (Network Operations Center)
- E-9-1-1
- Dispatch
- Repair Center

FairPoint has developed response / recovery strategies addressing physically disruptive incidents and workforce related disruptive incidents (i.e., work-stoppage and pandemic). All response strategies are based on recovery time objectives of those department functions and critical infrastructure systems essential to sustain customer interfacing services.



1 Davis Farm Road Portland, ME 04103 Barney Boynton Director, Operational Risk

BCP Structure

The BCP consists of several components:

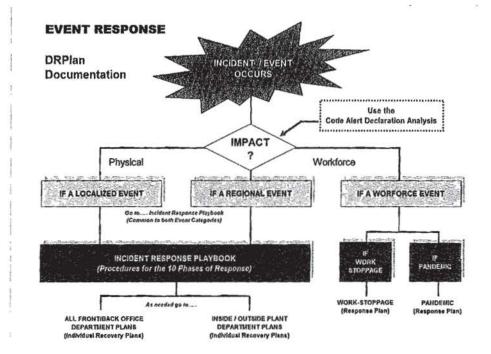
- The BCP Manual (an overview of all BCP documents)
- IR Playbooks (addresses the response procedures for Physical and Workforce related events),
- Appendices (the IR Playbook procedures links to these Resources Files)
- Department Recovery Plans (Business and Plant Operations)
- Business Impact Assessments (Business and Plant Operations)

The Event Response diagram below identifies the overall BCP documentation and how a disruption or incident will dictate which path of the BCP will be followed to restore business operations.

Once the incident or disruption occurs, the impact first needs to be quickly assessed to determine whether it is a physically disruptive event (local or regional) ("Physically Disruptive Event") or a workforce disruptive event (work-stoppage or pandemic) ("Work-Force Related Disruptive Event"). The disruption is always focused on critical business operations and services that can impact customer interfacing / deliverables.



1 Davis Farm Road Portland, ME 04103 Barney Boynton Director, Operational Risk



Recovery Strategies and Logistics

Our BCP is based on the premise that FairPoint cannot stop disasters from occurring, but we can address the IMPACT of incidents should they occur. Where possible we will provide risk mitigation measures that will minimize the likelihood of having a serious disruptive incident but in no case can we eliminate all disruptive possibilities. The BCP is triggered by a Disruption Scenario, not a Threat Scenario. FairPoint pre-plans for potential break-points that can result in a customer interfacing disruption and incorporates recovery strategies that will inherently address any potential threat and any resulting business disruption impact. The actual threat (i.e. fire, flood, etc.) is pertinent only with respect to immediate response activities. All subsequent response efforts are focused on the assessment of damages (physical losses and recovery duration) and the implementation of restoration and recovery strategies. The restoration of the business servicing operations and infrastructure systems is based on salvage, replacement of systems and alternate functionality measures, which are pre-defined in the BCP.

Each department has developed a recovery plan based on its critical operations as they pertain to the deliverables they contribute to our customers. FairPoint has triaged the recovery efforts based on the concept of customer servicing impact. Federal and State regulatory requirements have a high level of consideration in



1 Davis Farm Road Portland, ME 04103

Barney Boynton Director, Operational Risk

addition to the business impact concerns. The BCP goal is to minimize the disruption duration as much as is practical and provide a level of risk mitigation that will maintain critical operations.

The Ten Response Phases of Physical Event are:

- Incident Notification
- Visual Damage Assessment
- Incident Stabilization
- Command Center Initiation
- Initial Notifications to Business Departments to activate plans
- Primary Site Damage Assessments
- Ready Alternate Restoration Sites
- Primary Site Salvage & Recovery
- Business Restoration Process
- Primary Site Re-established

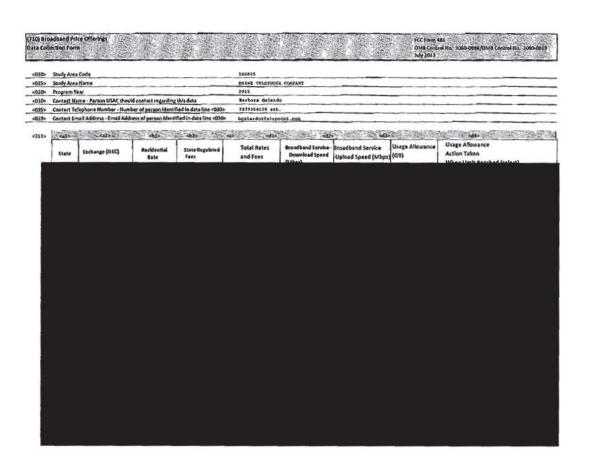
Plan Maintenance and Exercising
The BCP is a living document. Updates to the plan are ongoing with changes incorporated annually at a minimum. Individual plan components are scenario tested with oversight from FairPoint's Corporate Risk Management Team.

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		Long Distance Company			dba FairPoint Long Distance					
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	The El Paso Tel			343034	dba FairPoint Communications					
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FCC FORM 481

Line 1010 -Voice Service Rate Comparability

The pricing of the company's voice services is no more than two standard deviations above the applicable national average urban rate for voice service, as specified in the most recent public notice, FCC DA14-384 released on March 20, 2014.

For Rates See Attachment: (700) Company Price Offerings (voice)

Maine Telephone Company provides a Lifeline Program discount for residence service for eligible low income customers. The Lifeline Program discount is applied to any month to month residence local service, package or bundle offering. The discount is intended to offset the Subscriber Line Charge and local line charge, although eligible packages and bundles may have toll calling included in the pricing for the offering.

The Catalog pages outlining the terms of the Lifeline Program in Maine Telephone Company are attached. The terms and conditions of residential basic local exchange service, package and bundle offerings can be found at http://www.tariffs.net/fairpoint/tier.asp?cid=1644.

CHINA TELEPHONE COMPANY
MAINE TELEPHONE COMPANY
NORTHLAND TELEPHONE COMPANY OF MAINE INC.
SIDNEY TELEPHONE COMPANY
STANDISH TELEPHONE COMPANY
D/B/A FAIRPOINT COMMUNICATIONS

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LOCAL BXCHANGE SERVICE

CHINA TELEPHONE COMPANY, MAINE TELEPHONE COMPANY, NORTHLAND TELEPHONE COMPANY OF MAINE, SIDNEY TELEPHONE COMPANY, STANDISH TELEPHONE COMPANY

GENERAL SYSTEMS AND SERVICES (Cont'd)

LIFELINE PROGRAM

(1) The Company shall provide Lifeline service as defined in 47 C.P.R. § 54.401 (a) on a non-discriminatory basis to all qualifying low-income customers. The Company's Lifeline service offering shall comply with all applicable federal and state laws, including, but not limited to 47 C.P.R. Part 54, Subpart B; the FCC's Lifeline reform order (Report and Order released February 6, 2012, WC Docket No. 11-42, et.al) and any subsequent clarifying orders.

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(N)

CHINA TELEPHONE COMPANY
MAINE TELEPHONE COMPANY
NORTHLAND TELEPHONE COMPANY OF MAINE, INC.
SIDNEY TELEPHONE COMPANY
STANDISH TELEPHONE COMPANY
D/B/A FAIRPOINT COMMUNICATIONS

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GENERAL SERVICES

(N)

- P. SCRBENED ONE PARTY SERVICE (Cont'd)
 - TOLL RESTRICTION SERVICE (Cont'd)
 - b. Rates and Charges
 - The following rates and charges are in addition to all other applicable rates and charges.

Non Recurring Charge Monthly Charge

Per central office line equipped

\$5.00

- *Appropriate Section Service Charges apply.
- Regulations regarding connection of terminal equipment as shown in Section 7 apply.
- If a Customer has a scheduled payment arrangement which is agreed to by both the Company and the Customer to collect a past due balance, the Company may at its discretion waive the service charges and monthly rates when the service is added as a means of controlling the Customers bill.
- For any Customer that qualifies under the Lifeline Assistance Program the Company will waive the service charge and monthly rates for Toll Restriction Service.
- c. Payment Arrangement Provisions
 - When a Customer's local serving office is suitably equipped to provide screened billing the company may waive a Customer's payment of the service charges and monthly rates when the feature is added as a means of controlling a Customer's bill. If a Customer falls to complete a payment arrangement that has been renegotiated at least once the company 'may require screened billing as a condition to negotiations for the third or subsequent arrangement. The screened billing will remain on the line until the arrangement is completed

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June 30, 2014

Connect America Fund, WC Docket No. 10-90

REDACTED - FOR PUBLIC INSPECTION

Chouteau Telephone Company